

Systems Maintenance Services

CASE STUDY

Enabling Your IT Infrastructure

Intervoice, Inc. a world leader in converged voice and data solutions, leads the market in providing solutions that result in increased revenue and improved operational efficiencies for its customers. The company prides itself on superior customer support and service. In providing a complete service programme, Intervoice needed to provide cost-efficient, effective and timely maintenance of the Sun Microsystems servers that support Intervoice's technology at customer sites. To do so, Intervoice partnered with Akibia, the experts in Sun technical support. The partnership with Akibia has resulted in high customer satisfaction and lowered procurement and support costs for Intervoice.

Intervoice Reduces Sun Support Costs with Akibia

As a world leader in converged voice and data solutions, Intervoice, Inc. (NASDAQ: INTV) provides leading enterprises, carriers, network operators, and developers with the platform, software and services needed to optimise the customer experience through voice automation solutions.

As part of its service offering, Intervoice provides technical assistance directly to its customers, including support of the servers running their technology. Intervoice customers in the International region (comprised of Europe, Middle East, Africa and Asia Pacific) are supported by the company's Support Facility in Manchester, England. Many of Intervoice's customers are using Sun Microsystems hardware and when a problem arose at a customer site with their Sun equipment, Intervoice shipped a complete replacement Sun server in order to address the problem. The returned faulty part then went through an external repair loop, which involved additional costs to Intervoice. In trying to administer such a comprehensive support programme, Intervoice found that there was a significant overhead in managing all of the various spare parts that its customers needed to address any problems they were experiencing with their Sun equipment.

"Every time we launched a new product there was a potential cost exposure in stocking the new Sun server as many sat on the shelf in our facility," said John McArdle, Intervoice's Customer Services Operations Manager. "Through continuous review, we found that our ad hoc capital costs for procuring spare parts were escalating, with no visible benefits to our top line revenues".



INDUSTRY

Telecommunications

CHALLENGE

Intervoice wanted to decrease costs and lower risks related to supporting SUN Microsystems parts for its customers.

SOLUTION

Intervoice selected Akibia to provide both logistics and technical support of Sun products to Intervoice's external customer base.

BUSINESS BENEFITS

Akibia's remote diagnostic service identifies specific parts failures and ships the end customer only the specific part not a whole new server, resulting in cost savings for Intervoice.

Intervice Turns to The Experts in Sun Technical Support

Committed to providing its customers with first-class world wide support of new and older systems, Intervice realised that a partnership with a company that specialised in providing Sun technical support could help it to improve its overall service and support of these mission critical systems. Intervice needed to find a partner that could guarantee a consistent and reliable logistics and technical support service. The company decided that outsourcing to an expert was the best option for such an important part of the business, and they chose Akibia.

By employing Akibia to provide a dedicated call screening and remote diagnostic service to its customers, Intervice no longer needed to stock a full range of Sun servers. Instead, Akibia could assist by remotely diagnosing the failing Sun part – and Intervice could then ship the specific part required to rectify the problem, removing the need to send a complete replacement server.

This new process means that the Intervice support engineers simply log a call with Akibia for any suspected Sun hardware issue(s). Once the problem has been diagnosed, Akibia delivers the required part to Intervice's Manchester Support Centre in line with the terms of the Service Level Agreement (within four hours, for emergency calls). Intervice is then responsible for shipment to the end customer, as well as the return of the faulty item back to Akibia.

Akibia Delivers a Flexible and Tailored Support Solution

With Akibia now responsible for supplying replacement Sun parts, Intervice simply returns any failing parts to Akibia, without needing to worry about case-by-case repair costs.

“Akibia listened to our requirements and was very flexible in tailoring the service to meet our specific needs. As a result, we have accomplished all of the goals that we had hoped to achieve.”

John McArdle, Intervice's Customer Services Operations Manager

Under this new system, Intervice benefits from a much more streamlined logistics process and reduced costs related to server procurement and repair. Feedback from Intervice support engineers indicates that the Akibia Service Desk personnel are very professional, flexible, and helpful. The service is reviewed on a quarterly basis using a set of performance metrics. Since operational emergencies can occur at any time, flexibility and trust are both major factors. “From the outset, Akibia listened to our requirements and was very flexible in tailoring the service to meet our specific needs,” McArdle added. “As a result, we have accomplished all of the goals that we had hoped to achieve”.

About Akibia

Akibia provides innovative IT solutions that enable leading companies worldwide to optimise, secure, manage and support their mission-critical data centre and security infrastructure. Combining expert consulting, integration and support services with world-class customer service, Akibia helps IT organisations maximize the value of their existing infrastructure, while mitigating risk and reducing complexity. Founded in 1988, Akibia is an independent IT services company with offices throughout the United States and Europe. For more information, please contact us at 1-866-4-AKIBIA (425-4242) or at info@akibia.com. To contact our European Headquarters, please call +31 (0) 318 581950.

THE NETHERLANDS (EMEA headquarters) +31 (0) 318 581950 | **GERMANY** +49 (0) 6102 812232
UNITED KINGDOM +44 (0) 1784 495734 | www.akibia.com

