

Leading Insurance Company

CASE STUDY

DATA CENTER SOLUTIONS

Leading Insurance Company Saves 45% on IBM Support Services

When a leading insurance company with over 5000 employees had its IT budget cut, the IT organization needed to find a cost-effective support alternative for their IBM infrastructure. The client needed a way to maintain the 4 hour SLA they received from the OEM while simultaneously reducing their overall spend on support. Akibia's IBM support services enabled the client to reduce their annual IBM support costs by 45%, providing them with a high-value alternative to the OEM.

Challenge

The insurance company's IT budget was significantly reduced yet the client still needed to maintain a 4 hour SLA on their 100+ IBM servers spread throughout their two data centers. The client needed to find a cost-effective alternative to the OEM without compromising the service levels that they needed to support their IBM infrastructure.

Solution

Akibia provided a cost-effective IBM support solution tailored to the client's unique requirements and saved the client 45% on support costs. The solution included:

- **Custom Service Level Agreement** - Akibia provides the client 24x7 systems maintenance support with a 4 hour response time.
- **Cost-Effective Alternative** - Akibia's IBM Support Services not only minimized downtime for the client but also enabled them to significantly reduce their maintenance costs with a savings of 45% over their previous OEM support option.

INDUSTRY

Insurance

SOLUTION

Data Center Maintenance Services

CHALLENGE

The client's IT budget shrank yet they still needed to maintain a 4 hour SLA.

BUSINESS BENEFITS

The client saved 45% on IBM support costs while maintaining their existing support level.

Results

Akibia's cumulative knowledge, expertise, experience and best practices supporting, managing and optimizing data centers enabled delivery of the highest quality of service and support for the client's IBM infrastructure.

Akibia's customized and consultative approach to designing support solutions ensured the client received the support level they needed while reducing their overall spend on support.

Switching to Akibia's IBM support services enabled the client to reduce their annual IBM support costs by 45% while maintaining their existing 4 hour SLA.

The Akibia Difference

- **Account Management, Reporting & Trend Analysis** – An Akibia account team provides the client SLA performance reports, overall systems performance and utilization reports and trend analysis.
- **Akibia's Data Center Expertise** – Akibia's deep technical knowledge across a wide range of server, storage, network and software platforms ensures best-in-class support.
- **Focus on Service** – Founded as an independent services provider in 1988, Akibia's cumulative knowledge, expertise, experience and best practices supporting, managing and optimizing mission-critical data centers enables us to deliver the highest quality of service and support.
- **Customer-Centric Services Philosophy** – Akibia's service philosophy is premised on enabling and empowering our clients and delivering a solution that meets their needs. Everything we do at Akibia emphasizes providing exceptional service and an excellent customer experience. Our TLC² philosophy motivates every employee to always 'Think Like a Customer,' promoting Trust, Loyalty and Commitment.

About Akibia, Inc.

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit www.akibia.com.