



# Increase Efficiencies with Consolidated Support

## CASE STUDY

DATA CENTER SOLUTIONS

### Leading Telecommunications Company Streamlines Multivendor Contracts

The client is a leading provider of broadband solutions with over 3,000 employees worldwide. They run multiple, complex, heterogeneous data centers that include 700 mission-critical Sun, HP and Dell systems in locations across North America and Europe. In addition, the company has grown over the years through acquisition which introduced additional systems into its environment. The client needed a data center partner that would be able to support the multivendor hardware and software systems within their data centers, as well as provide asset management related to these systems. By partnering with Akibia the company was able to streamline their multiple OEM contracts into a single SLA, reduce their overall support costs, and gain better visibility into their global systems inventory.

#### Challenge

The customer had separate support contracts with each OEM and found it challenging to manage the multiple service level agreements. They knew that this approach was not efficient or cost effective and looked for a partner to help manage their complex environment.

“ Before Akibia we had a difficult time managing multiple SLAs from different vendors. Not only was this time-consuming, we also recognized it was not cost-effective,” stated the company’s Director of Global IT Operations. “ As the company grew, through acquisition and organic growth, we also had difficulty maintaining an accurate assessment of the systems and servers we had in our environment. Akibia was able to step in and solve both problems for us.”

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-- Director of Global IT Operations, leading telecommunications company

#### INDUSTRY

Telecommunications

#### CHALLENGE

The client runs a heterogeneous data center that has grown through acquisitions and needed a partner to help support their multivendor data center environment. They wanted to consolidate all their support contracts under a single point of contact.

#### SOLUTION

Multivendor Systems Maintenance

#### BUSINESS BENEFITS

Akibia’s Multivendor Systems Maintenance services allowed the client to streamline their support contracts into a single support solution.

## Solution

Akibia provided the client Multivendor Systems Maintenance for their 700 Sun, HP and Dell systems. This included:

- **Flexible Service Level Agreements** - Akibia's commitment to meeting customers' needs with flexible support solutions allowed the client to leverage unique SLAs based on the mission-critical nature of each system. This significantly reduced costs as the client was able to tier their support levels.
- **On-Site Support** - Akibia provided the client with an experienced and dedicated on-site support team that ensures immediate response to issues and increased uptime and availability levels for all systems.
- **PC Support** - In addition to supporting the client's data center environment, Akibia also supports approximately 4,000 PC systems.

The client also leveraged Akibia for Asset Management Services which enabled better management of systems and resulted in significant cost savings related to improved server utilization rates.

## Result

Through Akibia's Multivendor Systems Maintenance services the client was able to consolidate their support contracts into a single support solution which increased efficiencies and lowered their overall support costs. In addition, Akibia's Asset Management Services gave the client better vision into their global inventory which allowed them to make more informed decisions regarding their systems.

***"Akibia supports our most mission-critical systems, including those servers running applications our engineers use to deliver our cutting-edge solutions. Therefore, trust in Akibia's team is of paramount importance to us. Their dedicated engineers continue to impress us."*** -- Director of Global IT Operations, leading telecommunications company

## About Akibia

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](http://www.akibia.com).