

Premier New England University

CASE STUDY

DATA CENTER SOLUTIONS

A Boston Area University Leverages Akibia to Reduce Costs and Improve Services on SUN, HP, IBM and Dell Systems

When one of the premier universities in the world needed cost-effective high value support of the servers and storage systems that support its academic and research initiatives, they turned to Akibia. Because of a unique partnership between Akibia and the school's Technology Services group, individual organizations across the university's sprawling Boston-area campus are able to choose from a list of custom support solutions for Sun, HP, IBM and Dell server and storage systems to meet their specific IT needs.

Maintenance for Sun Microsystems, HP, IBM and Dell

Akibia's systems maintenance services provide comprehensive coverage for the critical hardware and software supporting significant research, academic initiatives and the university's core operations from admissions to housing and fund-raising. Serving as the university's single point of contact, Akibia offers true multivendor, multi-platform support and maintenance services for Sun Microsystems, HP, IBM and Dell hardware running UNIX, Linux or Windows.

Customized Support Options

The arrangement between Akibia and the University's Technology Services organization allows individual departments to sign up for the support option and Service Level Agreement that their unique situation requires. Departments choose from one of many flexible service offerings, the most common of which include:

- **2 Hour Response and Same Day Service:** For the most critical servers, Akibia provides telephone technical support, parts replacement and on-site labor, ensuring an experienced field engineer is on-site, with the right parts, within 2 hours of a service call.
- **Next Day Service:** This is designed to deliver the same quality services as Same Day, except instead of providing a 2-hour response, Akibia will ensure an engineer is on-site, with the appropriate parts, the business morning after the service call is placed.

INDUSTRY

Higher Education

CHALLENGE

The University wanted to reduce costs and improve service levels of system support

SOLUTION

Akibia Data Center Maintenance Services with customized Service Level Agreements per system

BUSINESS BENEFITS

Significant cost-savings and improved service levels to University departments

- **Service Partner:** Akibia provides a cost-effective self-maintenance plan including telephone technical support and Same Day or Next Day parts delivery, but no on-site labor. We also offer maintenance training for engineers who support their own servers.
- **Customized Plans:** Akibia offers accelerated response times, on-site engineers, on-site parts, and extended coverage options such as 7x24x365 for Same Day Service, Next Day Service and Service Partner plans.

Improved System Up-Time, Lower Cost, Better Service

The flexibility Akibia has offered the institution, in being able to customize server and storage support packages per department, has enabled significant cost savings for the University while also increasing satisfaction within each department.

Each department now has the support level they require, and is able to add or delete systems via a partnership with the University Technology Services group and Akibia. Whereas with its previous support vendor the University often paid a premium on support for all systems to ensure mission-critical systems were always up and running, now the University only pays for that highest level of service when necessary.

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.