

# Multivendor Systems Maintenance

## CASE STUDY

### DATA CENTER SOLUTIONS

Telecommunications providers rely on the servers they dedicate to clients for hosting purposes - it is critical to their business model that these servers achieve maximum uptime, as the cost of downtime to a hosting company is prohibitively high. Therefore, when one of the largest xSP's in the industry - which earns well over \$1 billion in annual revenues and serves as the infrastructure behind America's top five ISP's - needed to reduce support costs for its Sun Microsystems and Hewlett-Packard UNIX servers, sacrificing service quality was simply not an option. For maximizing efficiency and quality, Akibia was the only choice.

## xSP Saves \$1.5 Million with Akibia Support of 2,800 UNIX Systems Worldwide

The xSP originally covered the vast majority of their systems under the most inclusive OEM support plans, but turned to alternative vendors for competitive pricing and creative SLA's after the dot-com shakeout. However, the company also wished to maintain a long-standing industry reputation for exemplary service quality that stems in part from its ability to manage its resources, invest in redundancy and high-quality Systems Maintenance - ensuring its customers never have to worry about web site crashes or similar system failures. While it seemed at first that the goals of cost reduction and quality improvements may have opposed each other, Akibia provided the flexibility, technical expertise and customer service necessary to craft a solution that solved both business requirements effectively, delivering a single point of contact to support 2,800 multivendor, mission-critical UNIX servers in over 60 locations worldwide.

## Solution

The most important thing Akibia did for this xSP was to listen to what they needed. Rather than forcing the customer to choose from predetermined service level packages, Akibia crafted a multivendor hardware and software support solution best fit to meet the specific requirements of each server.

### INDUSTRY

Telecommunications

### CHALLENGE

Reduce costs while improving service levels on 2,800 UNIX systems worldwide.

### SOLUTION

A blended solution, including Akibia's Premium Support and Service Partner.

### BUSINESS BENEFITS

The company has saved \$1.5 million while also improving service level.

Akibia provides on-site coverage for over 1,200 Sun and HP servers in nearly 50 locations in the U.S. and the U.K. These systems generate in excess of \$500 million in annual revenues to the customer. Akibia also supports more than 1,600 mission-critical Sun devices in 20 locations throughout the U.S. and Amsterdam with its innovative “**Service Partner**” self-maintenance solution. This cost-effective and highly customizable service plan provides Akibia’s 24x7 technical support operations, expert problem diagnosis, spare parts logistics and technical training, but is unique in that it leverages the customer’s internal IT staff to perform the actual maintenance.

**These efforts resulted in a savings of \$1.5 million in annual support costs on these systems.**

Akibia has earned the company’s trust by standing behind its SLA’s, offering discretionary penalties when an SLA is missed, and by holding regular meetings with the customer in order to assess, evaluate and improve the status and quality of services delivered. According to the client, other service providers, including the incumbents, were unwilling and/or unable to provide such a customized solution, which Akibia was able to achieve by listening to the customer and by responding accordingly.

## Benefits

In addition to creative SLA’s, Akibia reduces expenses by consolidating vendors for the customer with multivendor UNIX support in the majority of the company’s data centers, both domestically and abroad. Akibia was presented with two specific goals: to maintain or improve service quality and to reduce costs across the board. The on-site service delivered has led to enhancements in responsiveness and continues to be a premium service option for over 1,200 revenue-generating Sun and HP assets.

**“ Akibia listened to the company’s unique needs and was able to customize a solution that met their goals. A combination of Akibia’s “ Service Partner” self maintenance solution and Premium Support Service helped the client realize \$1.5 million in annual savings.”**

Akibia’s Service Partner plan, which includes customized training around the customer’s specific IT environment for the internal engineers who support the 1,600 covered systems, has worked so well that the company intends to ask Akibia to support all of its Sun equipment going forward as the servers are put into business use. Since the xSP only places under maintenance contracts those servers that are dedicated to client accounts, as the telecom’s business grows, so will its relationship with Akibia, by definition. **Listening to the customer, customizing a plan where competing service providers were unwilling to, and standing behind its performance with enforceable penalties for missed SLA’ s has made Akibia a valued partner in the xSP’s IT support plan, now and in the future.** The solution delivered is a prime example of how Akibia’s flexibility and multivendor UNIX expertise forms valued partnerships for higher-quality and lower-priced infrastructure management solutions for global, mission-critical IT environments such as this one.