

Partnering To Deliver Multivendor Service in Europe

CASE STUDY

Enabling Your IT Infrastructure

One of the largest Original Equipment Manufacturers (OEM) in the world had the opportunity to expand its relationship and enhance its support offering to one of the premier banks in Europe. Already one of the bank's main server vendors, the company had the opportunity to provide multivendor systems support, taking over service on its competitors' systems. This would increase the revenue channel for the OEM, and give them a significant advantage over their competitors in the data center. To deliver multivendor support, they turned to Akibia.

Akibia's Service Partner and System Monitoring is the Customized Solution The Partner and Client Need

Akibia's partner had an opportunity to add an additional 800 Sun and HP systems to its existing support contract as the client wanted to move to a single point of contact for service. The systems are located in the bank's numerous data centers within Europe. To effectively service the new contract the partner turned to Akibia for "Service Partner" our unique solution that includes technical support, training and logistics support for the partner's own field engineers. Akibia also provides proactive system monitoring on the high-end Sun and HP systems. Akibia and the OEM partnered closely to ensure a customized solution was created that would accomplish the client's goals, ensure high-value, cost-effective support for the client, and increase the partner's margins, while improving field engineer utilization rates. To ensure a single point of contact for the client, the partner's own field engineers were trained on supporting the systems by Akibia, at our state-of-the-art education center located in Veenendaal, The Netherlands and via online and onsite training.

The Solution

Akibia and our partner were able to create and deliver an effective solution by collaborating together. The OEM leveraged Akibia as a true partner, relying on our expertise to help them create a custom solution. The Service Partner solution included a mix of Service Level Agreements (SLA)

INDUSTRY

Financial Services

CHALLENGE

Akibia's partner needed a solution to deliver third party Sun and HP support to its clients.

SOLUTION

Customized SLAs, technical support, proactive system monitoring, training, parts and logistics services from Akibia

BUSINESS BENEFITS

The solution allows Akibia's partner to extend its role in the client's data center and has improved overall service levels while reducing costs for the client.

depending on the critical nature of the system. High-end systems required Akibia's proactive remote monitoring service. This way Akibia and the partner are notified of system failure in advance of the client - often identifying and fixing the issue before the client experiences any issues with the system.

By leveraging Akibia's services for 24x7 technical support, logistics, strategic stocking locations and Akibia's expert training, the partner's own field engineers can perform the on-site support, ensuring a single point of contact for the client.

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The Result

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In turn, the client has benefitted significantly by realizing increased cost savings and streamlining support contracts under a single vendor for easier contract management. The customer also reports better service and response rates.

About Akibia

Akibia provides innovative IT 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. Combining expert consulting, integration and support services with world-class customer service, Akibia helps IT organizations reduce costs, increase efficiencies and manage risk in the data center. Founded in 1988, Akibia is an independent IT services company with offices throughout the United States and Europe.