

Large Financial Institution

CASE STUDY

DATA CENTER SOLUTIONS

Large Financial Institution Reduces Costs on Sun and HP Support

When a large financial institution felt it was overpaying for OEM support services they turned to Akibia to reduce costs and maintain the availability of their mission critical servers. The client was paying for premium support levels that they were not utilizing and wanted a flexible support partner for their diverse environment. By switching to Akibia custom SLAs the client not only reduced costs and alleviated administrative burden, but also found a trusted partner in the data center.

Challenge

The client's environment consists of approximately 3000 servers comprised of HP and Sun equipment. The financial institution runs a national network comprised of several primary data centers. The client also maintains an additional 40 small to mid-sized data centers spread throughout the United States. Due to the mission-critical nature of the financial information stored on the client's servers, systems availability was imperative.

Solution

Akibia provided a cost-effective data center support solution tailored to the client's unique requirements. The solution included:

- **Custom Service Level Agreement** - Akibia provides the client 24x7 systems maintenance support with a combination of 2 hour, 4 hour and next business day response times depending on the critical nature of each server.
- **Account Management, Reporting & Trend Analysis** - An Akibia account team provides 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.

INDUSTRY

Financial Services

SOLUTION

Data Center Maintenance Services

CHALLENGE

A large financial institution was paying premium support costs for service levels they did not need.

BUSINESS BENEFITS

The client significantly reduced their support costs and alleviated administrative burden

Results

The financial institution has reduced costs on their server maintenance contracts and now receive flexible, customized support for its Sun and HP systems.

Akibia has met its SLA's more than 98% of the time, which ensures optimal service levels for the client's mission-critical systems. Over the past five years Akibia has been consistently ranked highly among the the client's strategic vendors and has become a true partner to the client.

As the client's trusted partner in the data center, Akibia also provides cost-effective hardware procurement and upgrade services as needed. In addition, the client has relied on Akibia to provide emergency support during system outages. Due to the critical financial data housed on the client's servers it was imperative that systems were restored as quickly as possible. Akibia quickly responded and was there to provide the emergency support the client needed to get their systems back up and running.

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.