

Hybrid data center solution delivers cost savings & operational improvements

Results at a Glance

Problem

Downturn in automotive industry led to the need for cost reduction strategy in data center operations

Solution

Provali Group provided an on-site/off-shore solution for integrated system administration and computer operations functions

Results

Our solutions reduced client's costs by:

- Coordinating vendors, offloading the burden from client's senior managers
- Providing scalability and flexibility to quickly respond to scope and demand changes
- Supporting path for transition and eventual sun setting of legacy platforms

In addition to these improvements, the client benefits from gaining access to consulting resources and best practices in SOX compliance and reporting.

Client Profile

This client is a global leader in many facets of transportation, engineering and power solutions, serving customers in 125 countries. Founded in 1885, the company is headquartered in Milwaukee, Wisconsin, and has 136,000 employees in more than 1,000 locations.

Business Problem

Due to weak economic conditions, the client's leadership team was asked to reduce cost and improve efficiencies through consolidating high-cost IT operations. The client lacked a global data center delivery strategy, so streamlining data center operations was one of their key areas of focus.

The Provali Group Solution

Throughout our long-term relationship with this client, the data centers under our management have made significant improvements in maturity. Our reputation for performance prompted them to ask Provali Group to complete an assessment of their data center environment to discover opportunities for streamlining and cost savings.

Our study found that the client's data centers were operating quasi independently, with each location responsible for its own operations and each using different toolsets and processes. Only a loose operational affiliation existed between locations.

Provali Group presented a strategy to consolidate skill sets and vendors, providing the client with a unified delivery structure at an improved price point. The Technisource solution was a hybrid, on-site/off-shore solution that included:

- On-site personnel 24x7 supporting data center operations
- On-site system administration for AS/400 platform for first shift
- Off-shore system administration for second and third shift
- Comprehensive management of off-shore vendor freeing up the client's managers to focus on strategic plans and delivery

Value Delivered

The client had previously considered outsourcing the monitoring and operation of their data centers to an off-shore firm to reduce their cost. However, Provali Group's solution provided the client with the right combination of resources at the right price.

Our methodologies and best practices have reduced operational cost by:

- Offloading daily operational management responsibilities from client's senior managers, allowing them to focus on strategic business and technology issues rather than day-to-day management and coordination
- Providing access to Provali Group management consulting resources and intellectual capital relating to best practices, benchmarking, SOX compliance and reporting
- Allowing the client to leverage Provali Group resources for cross-training
- Providing resource scalability and flexibility to respond quickly to business needs

Additionally, by including the site delivery manager in strategy and planning sessions, Provali Group was able to build a highly coordinated solution that will enable the transition and eventual sun setting of legacy platforms.

Provali Group's superior delivery and understanding of the client's technical and business environment were the springboard for the client to quickly achieve cost savings.