

CASE STUDY

Global Fortune 2000

Consumer Electronics

\$40B+
Revenue

45%
Savings

2010
Services established with SSCS



This multinational corporation specializes in the manufacture of imaging and optical products, including cameras, camcorders, photocopiers, steppers, computer printers and medical equipment.

Coverage

Our client was using several OEMs for data center hardware support, which resulted in Service Level Agreement variations/complexity and multiple contracts to manage. They wanted to:

- Streamline service delivery using one primary service provider
- Cut operational costs
- Reduce the number of contracts to manage

Quality & Savings

The quality of service and exceptional effort SSCS applied in assisting with all this client's needs opened the door for more business, primarily the maintenance support for servers, storage, and network hardware at their data centers. This, combined with dramatic OpEx reductions, allows SSCS to extend its service model with this client, year after year.

Consolidated Contracts

This client is extremely pleased to have only one annual support agreement renewal. Additionally, SSCS makes it easy to add equipment to the service contract without –insisting upon new or multiple agreements. From this client's perspective, this service flexibility:

- Saves time
- Minimizes errors
- Simplifies invoicing

Cost Savings

SSCS has reduced maintenance support costs of their IT hardware by approximately 45%, and our solutions model and service quality make SSCS a realistic option to OEM refresh strategies.