



- Financial Services
- \$200B+ Revenues
- High Service Standards

Client Situation

Providing financial services to North America, EMEA and Asia, this client had been receiving multi-vendor support for post-warranty assets from a single OEM – IBM. Convinced additional IT cost containment was possible, they chose to more closely analyze third-party hardware maintenance as a possible option.

Client Request

The client requested pricing for HP, Dell and Sun assets. After savings were quantified, the client revealed the importance of service quality and delivery. They wanted clarity for the depth of tech expertise (high SLA standards), the comprehensiveness of a parts/logistics program and client-focused communications tools.

SSCS Solutions

In early 2017, SSCS was awarded the support contract. Since onboarding, we have achieved the client's high standards for SLAs and MTTR (Mean Time to Repair). Although our SLA average has been 95%, we hit 100% in six months of the 2017 fiscal year. This client appreciates the consultative style of our onsite engineers.

Outcomes from Service Quality

For the HP, Dell and Sun assets under support, we understand the savings to be at 55-65% less than IBM. With a solid SLA rating, the client has begun to award new contracts for additional assets, OEM brands and platforms. With this highly discerning client, trust is respected and continues to be earned daily.

55-65% Savings

95+% SLAs Met

Trust Earned Daily

