

CASE STUDY

EXPERIENCE EXCEPTIONAL SERVICE QUALITYSM



- Global Automobile Brand
- \$150B+ Revenues
- Seeking IT Centralization
- OEMs Unsupportive

Client Situation

Operating in over 40 markets throughout the world, this client had grown to understand its inefficiencies from a fragmented and decentralized IT operation. Strongly preferring status quo, it's OEM vendors were unsupportive of costing analyses from better operational models. For its EMC frames, the OEM was forcing the tech refresh.

Client Request

This client's requests included support for EoL (End of Life) assets, multi-vendor support throughout multiple regions (maintaining Service Quality across each) and simplified communications that aided their desire to centralize and impact OpEx (Operating Expenses). They believed their billing requirements to be extraordinary.

SSCS Solutions

Our support agreement began in early 2017, in which we offered hardware break/fix support for EMC frames and multi-vendor x86 servers (mostly HP). Our support solution included a mix of direct and indirect support through carefully vetted partners in a few locations. Communications were centralized to its US headquarters.

Outcomes from Service Quality

In addition to a 75% cost reduction, the client has expressed appreciation in our Service Quality consistency, our flexibility to provide immediate portal customization and our ability to gracefully solve their special billing requirements.

75% Cost Reduction

Billing Solved

Negated OEM FUD

