

Industry: Bank | Employees: 5,000+ | Tenure: 3 Years Using SSCS

The company is a dynamic, integrated banking group offering end-to-end banking and financial solutions through its consumer banking, business banking, Islamic banking, investment banking and stockbroking businesses, and has served the financial community over the past five decades. The banking group is involved in the provision of financial services through its principal subsidiaries; it provides easy access to its broad base of customers throughout the country via multi-delivery channels.



## Coverage

The Company was using separate OEMs for coverage in their data centers, which resulted in a variety of Service Level Agreements and multiple contracts. They wanted to:

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

## Customization

The Company wanted a financially stable vendor that would:

- Service their multi-vendor data center environment and advise on equipment purchase options
- Strictly adhere to compliance with their SLA requirements and tight production schedules
- Possess the versatility to customize their SLA, line by line, and the ability to add and remove equipment on their current contract

## Savings

In 2014, the company was exploring ways to improve the company's performance. The management announced an effort to cut spending and increase efficiency via a comprehensive one-year Strategic. The Management Board has asked more than 25 departments to propose cost reduction measures and the first department they looked at was the IT department.

## REALIZED BENEFITS

### Quality and Savings

SSCS began by saving the company approximately 32.0% in the first year by suggesting the company continue using their existing servers as opposed to refreshing the estate. There is no tangible requirement to change to new servers if the machines still meet the business purpose. But the company would be forced to refresh the servers although there was no need, because the OEM declared that they would no longer provide support.

SSCS provided an answer to this artificial problem created by the OEM business practice, and we have given the company the best ROI for their IT investment by prolonging the useful life of these servers. The quality of service and exceptional effort SSCS applied in assisting with all of their hardware related IT needs opened the door for more business, primarily the maintenance of additional servers at their data centers. Our commitment to value for our clients, combined with healthy cost savings we provide, allowed SSCS to grow its business with this bank, every year.

## Consolidated Contracts

The Company is very satisfied with having one annual renewal. We add equipment to the service contract without having to create separate agreements - this saves time, minimizes errors, and simplifies invoicing.

## Cost Savings

SSCS has reduced costs for the maintenance of their IT data centers by approximately 35%. And, we are an alternative to purchase or rent equipment, which provides even greater cost savings and adds additional convenience.