

## CASE STUDY



### Global Fortune 2000 IT Outsourcer

**\$81.8B+**  
Revenue

**40%**  
Savings

**2008**  
Services established with SSCS

This IT outsourcing company's primary business is the integration and management of its clients' hosting and storage, IT staff deployment and data center infrastructure management.

#### Coverage

As is often the case with many Enterprise level IT environments, multiple OEMs were represented across the client's inventory. This SSCS client had hardware infrastructure contained a mix of current and legacy UNIX and Wintel servers, mass storage, and networking equipment. With IT facilities and hardware in 100+ countries worldwide and 90+ locations within the USA, this company's goals were to:

- Decrease the number of service (break-fix) vendors
- Increase efficiency and productivity
- Reduce OpEx (Operating Expenses)
- Remove OEM competitors from their clients' businesses where possible

#### Qualifications

Financial stability and the highest level of integrity were key to this outsourcer, as the selected support provider would be representing them to their client on a day-to-day basis – in sometimes challenging circumstances. This IT outsourcer required a service delivery model that would reach or exceed the service levels already agreed to with their clients.

- Delivery that could cover all the required locations
- Single invoice and a minimum number of support team contacts
- Superior level of service
- Ability to place proprietary software support contracts back to OEMs like Cisco, Juniper, and other networking OEMs

#### Savings

Since the outsourcer's business model dictated doing "more for less," it was imperative that the provision of break/fix maintenance yield from 25-35% savings over past budgets – a tall order for multinational & multi-million-dollar solutions planning.

#### Quality

By selecting SSCS, they successfully met critical quality standards at all data center sites - globally. This solution model has performed so well that the IT outsourcer is actively seeking to put other clients under similar programs with SSCS.

#### Consolidated Contracts

The IT outsourcer has combined 120+ service contracts throughout the world, across eight major OEMs down to one single contract. SSCS proved that it can consolidate enterprise-level service contracts and solutions for complex environments with very high standards.

#### Cost Savings

SSCS reduced operational expenses by approximately 40% while increasing service levels and adding efficiency into the delivery of service.