

CASE STUDY

Paper Products

\$132K+

Reduction in cost

44

Servers

35

Sites

1998

Services established with SSCS



This company is the world's largest integrated producer of paperboard and paper-based packaging products. This company has multiple data center sites throughout the United States.

Coverage

The company was using multiple hardware support vendors across the U.S., to support all their locations for timely response to hardware infrastructure support. They wanted one vendor who could provide services for multiple types of equipment, rather than working with many regional companies, most of which were unable to support the breadth of OEMs represented.

Qualifications

They were in search of a company with a qualified track record of working with multiple OEMs across multiple sites. They wanted direct access to references to ensure high support standards would be met easily.

Savings

Price is almost always the initial consideration for clients seeking a change to their hardware support model. They understood that they were paying a premium by working with several companies, necessary to support multiple regions. They were seeking a single vendor solution to best manage both CapEx (procurement costs) and OpEx (operational expenses), with the intent to dramatically reduce costs, simplify vendor management and gain greater leverage with OEMs and this single support provider.

Through agreement consolidation, they rightly believed internal administrative costs could be reduced for vendor management.

Modernization

Within the first few months, SSCS replaced all their HP 9000 system drives at multiple locations throughout the U.S., at no additional charge. This remedial maintenance measure was chosen by SSCS to correct issues of overheating and best position the client for future modernization objectives.

Decreased Response Time

By being the single-point-of-contact maintenance provider, SSCS is able to help decrease response times, which improved use-up times and satisfaction.