

# Case Study: Enterprise Data Center Management

## Case Study:

## OPTIMIZING THE ENTERPRISE DATA CENTER

*Outsource solutions for optimized data center management.*

### Situation

One of the world's largest online marketplaces, with more than 90 million active users globally, was looking for a data center solution to reduce their costs, standardize their operations and simplify their organization. The company's approach to their data center management was oriented toward the technology, rather than the services provided. As a result, the company needed to find a way to improve cost, efficiency and service. VMC was brought in to provide a flexible and scalable solution to managing the data center operations, based on an extensive and long-standing track record of success in the industry.



### Solution

The initial scope of the work included four business critical data centers, which later expanded to six locations. VMC provided trained and experienced data center technicians to perform daily routine and high risk tasks where the tolerance for incidents is zero. Our trained operations staff was dispatched as on-site resources for the installation and decommission of equipment at each data center. All technicians had the necessary skills, knowledge and experience with critical infrastructure administration and operations as well as data center facilities. Our initial performance directly resulted in improved service levels, decreased downtime and improved performance. Within two months our client requested additional services in the areas of Supply Chain Management and Data and Media Destruction Services. These additional services increased the value of the overall solution for our client.

VMC maintains a Service focus for the client and implements a governed Continuous Improvement methodology enabling continual refining of workflow, technologies, skills, data and measures, to achieve an optimal level of service, as agreed to by our client. VMC provides specific training on processes and procedures to ensure compliance with best practices, as well as specific client requirements. Targeted technician training on required processes and procedures support quality of work, and in turn quality of service. Our Governance methodology for service improvement ensures we are working on the right initiatives, with the right execution, completing them appropriately and delivering benefit to the customer. VMC closely monitors resource utilization in real time, and makes recommendations to the client to adjust resources to optimize performance. The result is a flexible and scalable solution, with flexibility and responsiveness that can meet the changing demands of our client.

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## Success

Through a close and collaborative partnership VMC has succeeded in proving effectiveness and efficiencies of Data Center Operations. Within a couple of months of working with the clients existing technologies, VMC has been able to provide managers and executives with improved business intelligence in the areas of resource utilization, business unit demand, incidents, resolution time, and demand trending and VMC continues to pursue Business, Service and other metrics not previously available. VMC has been successful in enabling our customer to exceed client business objectives and service level agreements, delivering a 67% reduction in resolution time for requests, while delivering a cost and efficiency savings over internally sourced operations.

VMC has a successful track record for managing critical server and data center environments for global companies. This history of successful engagements dramatically improves business goals related to costs, resources, services, knowledge, and metrics for our clients. Our ability to draw from the worldwide resources of our parent company, Volt, enables VMC to meet the specific needs of each of our clients. By operating independently, we remain agile and respond quickly to meet those needs of our clients. We remain actively engaged with our clients at all levels within our organization, and are never further away than a phone call. That's the value VMC delivers to our clients, every day.