

Case Study: Enterprise Data Center Management

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MANAGING THE ENTERPRISE DATA CENTER

Outsource solutions for optimized data center management.

Situation

A Fortune 50 global leader in software, hardware, and services determined that their data center management needs were outpacing their ability to effectively manage operations in addition to supporting and deliver services. Facing fixed costs for resources, the company determined that outsourcing their Data Center Management Program offered improved financial and service optimization benefits over their existing, internally managed solution. After conducting an extensive Request for Proposal process, reaching out to solution providers across the globe they awarded management of their Data Center Program to VMC due to the agility flexibility, scalability, and extensive industry experience which VMC provides.



Solution

VMC leveraged years of successful data center management experience in recommending an approach combined with new solutions for our client. As with all VMC projects and programs, a senior Program Manager trained in PMI and ITIL best practices partnered with our client, who commenced the appropriate planning and communications. Having a dedicated point of contact for the client provided for a dedicated and reliable communication channel for the duration of the transition. VMC's proprietary Consulting Services tools, templates, and methodologies supported the efficient execution of a transparent transition plan and ensured a successful launch with established, agreed upon operational Service Level Agreements. Transition activities included interviews with key client stake holders, a complete survey of fifteen data centers worldwide, and a review of the current resource and operational procedures. The transition from internal resources to an efficient and effective managed outsourced partnership was methodically planned and executed seamlessly, with zero downtime or incidents.

With the transfer of management complete, VMC began providing data center infrastructure services. Assuming management for 1.5 million square feet of raised floor and support for over half a million devices, a dedicated team of experienced managers and technicians, holding the necessary certifications in Windows OS network, server and storage maintenance and repair began to handle daily operations and requests from customers, including racking of equipment, monitoring, troubleshooting, parts replacement, decommissions, asset management and capacity planning. All operations were supervised and optimized onsite by VMC Senior Management in each of the fifteen global locations throughout the US, Asia Pacific and Europe.

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Services summary:

- Asset and Supply Chain Management
- Installation and configuration of hardware
- Cabling Services including cleanup of legacy cabling
- Incident Management
- Preventative maintenance
- Decommissioning equipment
- Monitoring of critical resources
- Special Projects
- Request Management
- Standard and custom reporting
- Technology refresh and upgrade services

The client and data center customers realized benefits immediately and continued to experience service improvements over the duration of the engagement with VMC. Lower operating costs were achieved through efficiencies in operations at the task level and by utilizing flexible workforce resources, and optimal shift management to avoid unnecessary overtime. As a result established Service Levels were met or exceeded more often through VMC than they were when services were managed in house.

Success

VMC saved time and money for the client. Expertise unavailable in-house was made available by outsourcing data center services to VMC's experienced data center team. In addition to the requested data center management services, VMC's solution included a custom developed service improvement process for the client. VMC conducted detailed analysis on ticketing systems, workflow, data and metrics against industry best practices which led to the implementation of a service desk solution to increase throughput and more effectively manage customer requests and incident recovery times. VMC also developed and implemented management training and project management fundamentals for the client's staff.

Qualitative results include:

- 12% reduction in costs to deliver and support services.
- 30% reduction in workforce necessary to support services.
- 15% reduction in management team resources.
- 20% increase in customer satisfaction according our clients own customer surveys.

VMC managed this program successfully for the client for over seven years. The program ran on budget and on schedule, while meeting or exceeding service levels over the course of our partnership. The VMC team received numerous recognition and team awards during the engagement from our satisfied client. As a result of our performance, and the satisfaction of our client VMC was awarded new business, and the opportunity to manage several pilot projects with global benefits.