

Case Study: FINANCE

WHO

- One of world's largest providers of global financial technology solutions
- Over 20,000 customers in over 130 countries
- Fortune 500 company

CHALLENGE

- Inefficiencies with inflexible HPE support services
- Costing valuable time and money
- Causing issues for the critical 1000+ multi-vendor servers on contract across 8 countries and 2 continents

SOLUTION

- Request for Proposal (RFP) created and won by Servium
- Equipment schedule reviewed and new 3rd party maintenance proposed
- Create improved efficiencies through regular Service Reporting and Reviews
- 1500 servers to be put under contract and migrated
- 3-year contract reduced to 12-month agreement

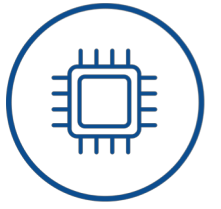
Servium

BENEFITS

- Flexible solution where out-of-support units could be added throughout duration of contract
- Multiple SLAs across different vendors and reliable ad hoc support
- Provided Warranty Management Service with a single point of contact
- £0.5m commercial savings versus vendor
- Pragmatic approach meant contract taken on without a PO due to urgency
- Minimal onboarding with only a week's transition as original contract had expired
- 24x7 EMEA-wide 4-hour fix

WHY SERVIUM?

- Recognised partner across a broad range of technology areas
- Proven track record of previous service-driven projects
- Customer confidence in Servium's ability to deliver
- Out-of-the-box thinking to overcome service-delivery and commercial obstacles faced
- Proactive approach and bespoke service designed around the customer



Compute

