

Case Study: FINANCE

WHO

- Industry-leading organisation specialising in Fin Tech data centre services
- 55,000 users worldwide
- Fortune 500 company

CHALLENGE

- Strict deadline to launch a critical storage environment
- Encountered problems configuring cutting-edge HPE 3PAR array
- Needed to out-task the issue to meet the deadline
- Issues arose on a Thursday, deadline was following Monday

SOLUTION

- Urgent resource from expert consultant obtained through Servium's Services Ecosystem
- Full day on-site configuring environment to customers' needs
- Report provided on the installation to assist ongoing operation

Servium

BENEFITS

- Located skilled consultant for scoping call with customer at almost no notice
- Resource on-site 7am next morning
- Ultra-responsive approach
- Consultant on- and off-site for further two weeks to oversee other projects connected with the original request

WHY SERVIUM?

- Vendor support proved not as agile or responsive
- Breadth and depth of Services Ecosystem enabled Servium to respond quickly with the right expertise
- Now first reference point for Professional Services critical environments



Data

