

Case Study: HEALTHCARE

WHO

- Leading independent hospital group
- Private healthcare
- Over 30 hospitals, 10 clinics

CHALLENGE

- Dell EMC hardware was reaching end of life
- Part of the group's mission-critical architecture
- Needed to renew support for the kit on a 24x7, 4-hour fix
- Downtime wasn't an option

SOLUTION

- Servium offered support for the next 12 months
- Strict SLAs adhered to, which wasn't possible from Dell EMC direct
- Considerable innovation around contract to meet clients demands

Servium

BENEFITS

- Halved the costs of Dell EMC with multi-site support
- Enabled refresh of legacy Dell EMC infrastructure to be delayed to next budget year
- Kit is now at end of service life but still fit for purpose
- Enabled them to sweat assets for longer
- Servium now supporting entire datacentre infrastructure
- Track calls through comprehensive portal
- Trend analysis tracking performance of particular assets

WHY SERVIUM?

- Already supporting HPE kit
- Liked multi-vendor approach/support from Servium
- Unable to get multi-vendor support anywhere else
- Ownership of anything outside of SLAs where applicable
- Personal touch and extra mile
- Innovation surrounding service design



Data

