Insight | Cloud + Data Center Transformation

Case Study

Global Data Center Operator Gains a Trusted Partner for Managed Infrastructure Services and End-User Support

The client

The client is the largest data center real estate investment trust in the world, first established more than 15 years ago. It operates more than 200 data centers across 15 countries and five continents. The company is a leader in green building and renewable energy while providing first-in-class performance for customers in all industries.

The challenge: Prepare for growth, consolidate providers, and enhance the end-user experience

Facing an aggressive growth plan, the client's IT organization realized the need for more standardization and integration. IT processes and management needed to be further streamlined to control costs throughout the company's expansion. The company believed that consolidating to a single provider for service desk and infrastructure managed services would not only support their tactical goals, but improve the end-user experience.

Insight Cloud + Data Center Transformation (CDCT) has been a trusted service provider to the client since 2014. Services delivered include Managed Services, hardware and software implementations, ongoing care of data storage infrastructure, Residency Services, and ownership and management of the client's Microsoft® Enterprise Agreement (EA).

Industry:
Data center real estate

We provided:
- Customized and integrated solution
- Global support capabilities
- Technology solutions, devices, and hardware
- 24/7/365 white glove service

Insight services:
- Managed Services through Insight CDCT
- Service Desk through Insight's Connected Workforce global team
- Microsoft, Cisco, Palo Alto Networks, and Nexsan solution deployment, implementation, and management

The solution: Service desk and global delivery of managed services from a single provider

The client put out a Request for Proposal (RFP) in search of a single provider that could handle all management of their end-user support and data center infrastructure needs on a global scale. Insight was selected as the partner of choice based on our existing relationship and understanding of the client's business, as well as our global presence and scalability.

The solution developed for the client was a seamless collaboration of two Insight solution areas: CDCT and Connected Workforce, the latter of which was brought in for early conversations with the client throughout the RFP process.

Insight will provide the client with services, support, and technology solutions as part of a five-year contract that includes:

Global Service Desk from the Connected Workforce solution area of Insight

Global Managed Services from Insight CDCT

Holding of the client's Microsoft EA

Lenovo® laptops and workstations

Cisco Unified Computing System™ (UCS) servers, routers, switches, and security tool sets

Palo Alto Networks® and Nexsan® solutions

The benefits: Better user experience and increased operational efficiency throughout a growth phase

Now partway through the five-year contract, the client is experiencing immense benefits. They intended on delivering a horizontal end-user experience to their business, meaning when an IT issue arises, it is worked through to resolution by the same unified support team. Having even two providers of these types of IT and support services had been the cause of much confusion and frustration in the past.

With Insight as the single source of service desk and infrastructure managed services, the client can more quickly and easily resolve issues. They can also expect a gradual reduction of issues over time. New self-service tools and automations are providing operational efficiencies and better user experience, leading to an overall improvement in the business' perception of their IT organization.

Most of all, the client has gained a trusted partner with whom to grow. Their aggressive expansion plans are more feasible with Insight at their side, able and ready to drive continual business value through effective and proactive service delivery.

Benefits:

- Streamlined IT and end-user support
- Simpler, faster resolution of IT issues
- Improved business perception of the IT organization

Cost-effective and scalable managed services

Global service delivery

Greater operational efficiency

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