

IT Operations as a Service

Customer Success Story



Pivot IT Operations as a Service (ITaaS for Compute)Network) Storage delivers server, application and desktop virtualization services using a comprehensive methodology designed to predict and prevent problems and ensure performance, availability and security.

The Operations

The customer requested that Pivot co-manage the entire IT environment. Pivot is responsible for monitoring, supporting and managing the customer's technology investment. The support of this environment requires 24x7x365 monitoring, adhering to strict SLAs for performance, engaging and escalating with customer vendors to ensure proper service delivery and identifying areas of improvement specific to IT operations. Pivot excels at IT Operations.

The Value

- Flexible pricing based on consumption model of 'per device' allowed the customer to seamlessly add additional systems as their environment grew
- Customer experienced predictable IT Operations cost with the included "moves, adds and changes"
- 387 hours of break/fix labor avoided by the customer IT team allowed them to focus on value-added projects

The Benefits

- Fully staffed 24x7x365 NOC that responds to alerts and outages
- Dedicated technology lead (support engineer) assigned to the customer "per tower" allows for intimate knowledge of the customer environment and technical oversight of NOC operations
- Customer IT can now focus on business-related projects, instead of operational break/fix
- Dedicated Service Delivery Manager that ensures SLA compliance, operational efficiency and ITIL standards are followed
- Monthly and quarterly operational review meetings providing insight and recommendations on supported technology stacks

Pivot ITaaS

Managed services solution designed for complex IT environments and fast-changing business requirements. IT Operations as a Service is an extension of your team that immediately matures your operational capabilities so IT can focus on business priorities.

- 24x7 monitoring and alert aggregation
- Remote engineering and support
- Proactive maintenance
- Vendor management
- Predictable, monthly flat-rate cost structure
- Single dashboard view of all devices (and their status)
- Service requests (IMACs) at no extra charge
- Session recording (DVR) of every change made

Alert and Incident Work Analysis – Monthly Snapshot

Top 5 Alert Generating Devices

Device Name	Count
NA-dc-vcntr01.largecorp.local	348
NA-DC-CORE-SW-1	71
NA-dc-exch-02.largecorp.loca	59
NA-dc-exch-01.largecorp.local	29
NA-dc-be-01.largecorp.local	29
Total Alerts Validated	1,012

Incident Management

	Tickets
Critical Priority	26
High Priority	73
Medium Priority	3
Low Priority	2
Total Tickets Created	104

The Story

The Business

A large provider of oil and gas handling and processing equipment that has experienced significant growth through acquisition.

The Challenge

The company's success and rapid expansion has generated a substantial demand on the IT environment. It is critical that the corporate operations and field engineers operate in a modern and highly available technology environment.

The Environment

The environment utilizes over 75 systems to deliver a current infrastructure on today's technologies consisting of: Active Directory, Exchange, Terminal Servers, Cisco call managers, Cisco core/edge switches and routers, UCS devices, EMC arrays, wireless access points, Cisco firewalls, hypervisors and backup appliances.

Why PTS?

Pivot, through its portfolio companies, designs, sells, integrates and supports IT solutions—including hardware, maintenance and support—engaging clients in all aspects of their IT Lifecycle Management.



Data Center



Collaboration



Managed Services & IT Operations



Cloud



Application Infrastructure Solutions



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