

# An international outsourcing major and a market leader in task management maximizes ROI from their storage infrastructure

**Reduces operational complexities and lowers Storage Area Network (SAN) management costs by 40%**

## About the Client

The client is a global IT services firm working with both public and private sector organizations, managing their mission-critical business processes and the underlying IT systems. An FTSE 200 listed company, the client employs 140,000 employees across 39 countries.

## Goals

### IMPROVING EFFICIENCY AND AGILITY OF STORAGE INFRASTRUCTURE MANAGEMENT THROUGH CENTRALIZED SOURCING

The client required a specialist partner with an impeccable track record of providing end-to-end storage management services. They were looking for a partner with the ability to design, provision and de-provision storage resources, align them to business needs and capitalize on the benefits of cloud. The scope of the engagement included effective monitoring and management of SAN infrastructure, and change, problem, capacity, patch, licensing and inventory management. Increased data security and privacy were paramount since the client operated in highly regulated industries.

## Microland

### DELIVERING EXPERT ONSITE-OFFSHORE STORAGE SOLUTIONS

Microland offers an optimal combination of dedicated offshore resources that provide round-the-clock support to onshore experts managing critical IT transformation and support engagements. We provide seamless business critical IT infrastructure services by leveraging our right-shore approach to service delivery. Our multi-shore delivery model and proven capabilities in robust infrastructure services addressed the client's concerns, enabling us to initiate the engagement.

## Technology Environment

- 2 petabytes of storage
- Infrastructure sprawled over 10 locations in the UK
- EMC, IBM, HP, NetApp, Hitachi, 3PAR – supporting 6 vendor technologies
- 50+ storage devices

## Transformation

### STREAMLINING STORAGE INFRASTRUCTURE MANAGEMENT

Microland designed holistic support services by adopting the following steps:

- Performing a comprehensive analysis of the complete spectrum of activities to identify elements that were business critical and/or impacted by regulation
- Using a multi-shore approach to identify and segregate what's needed to be done offshore and onsite respectively. Assigning tasks to multiple third-party vendors based on regulatory compliance requirements.

Our key deliverables are outlined in Figure 1.

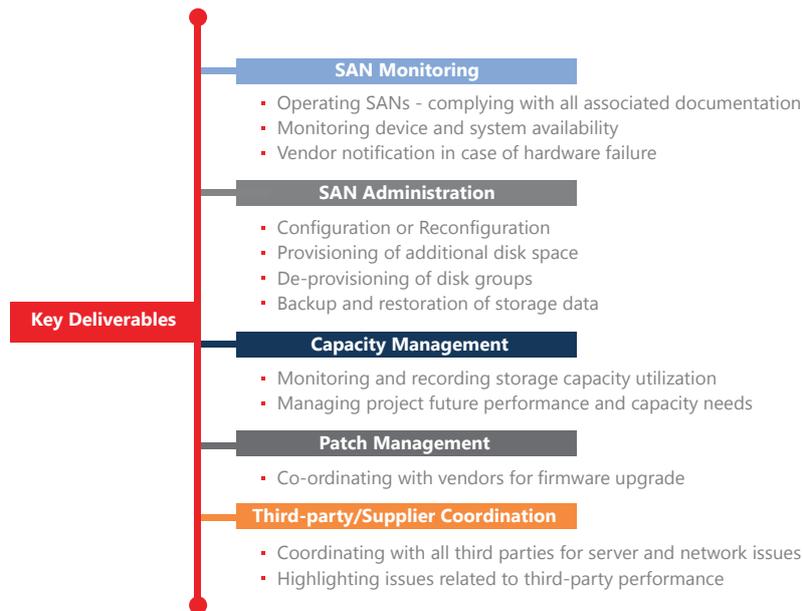


Figure 1: Key project deliverables

## Outcomes

### CENTRALIZED STORAGE ENVIRONMENT FOR SUPERIOR PREDICTABILITY AND AVAILABILITY

Our hybrid delivery model ensured ease of management through a centralized infrastructure. It also reduced response time due to reduced dependency on third-party

vendors and increased availability of the client's SAN infrastructure. Significant milestones achieved during the engagement included:



- **Service availability for the client's large scale operations increased to almost 100% from less than 95%** in less than two years, significantly reducing business service outages
- **Enhanced storage availability and performance** through successful management of storage devices, proactive coordination with third party vendors and OEMs, enabling the client to adopt latest storage flare codes, within days of release
- **Designed and implemented storage tier model** such as Tier 1, Tier 2 & Tier 3 - based on Storage IOPs requirement, and enabled customized alignment of storage resources with business needs for application service performance



- **Implemented storage capacity reporting** aligned with business services to promote client visibility into "cost of storage for business apps"
- **Achieved cost savings of 40%** through implementation of storage optimization and consolidation, including migrating storage resources, and leveraging offshore teams

## About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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