



Multiple Data Center Managed Maintenance Support Case Study



The Client

A leading enterprise manufacturer of home solutions and services that allows users to control their connected home. Over 100 years of home product innovation that allow their customers to control home utilities reliably and to their comfort. This manufacturer has adapted their products to function in an automated “smart” home environment with different product brands. The manufacturer has multiple locations with over 5 million customers connected.

The Challenge

The client had multiple data centers that had expensive annual OEM maintenance support cost. The equipment at the data centers were aging and were at end-of-life support, but still highly functioning. To keep customer satisfaction and reliability of the service high, the equipment with the data centers needs to be serviced regularly and necessary scheduled downtime needs to be minimal.

The Solution

CCSI's solution was to combine the multiple data center contracts into an affordable multi-year solution. The CCSInet - Managed Infrastructure Maintenance Support reduced the annual maintenance budget and extended the life of the equipment that were at end-of-life support, saving an expensive hardware purchase expenditure. CCSInet met the client's critical uptime needs and pairing it with the CCSI Network Operation Center (NOC) 24x7x365 service, the client was able to determine outages in real-time and resolve the issue within set Service Level Agreements (SLA). These two services reduced maintenance expense while minimizing downtime.

Environment

- Manufacturing Industry
- Home Solutions and Services
- Multiple Locations
- 5.6 Million Customers

Challenges

- Multiple Data Centers
- Expensive OEM Maintenance Support
- Equipment at End-of-Life Support

Solution

- CCSInet - Managed Infrastructure Maintenance Support
- CCSI Network Operation Center (NOC)

Benefits

- Substantial Savings
- Employees Refocus to Operations
- Meet Critical Uptime Requirements

Benefits and Results

Combining CCSInet and CCSI's NOC as a complete solution without any intervention by the client or interruption to the client, allows the client's IT team to realign their focus to day-to-day operations instead of maintenance support. The client now has the ability to uncover an outage in real-time via CCSI NOC team and resolve the issue within specified SLA timelines. This keeps customer satisfaction and reliability acceptable, all while reducing the annual maintenance budget.

"CCSI provided us with a comprehensive Managed Infrastructure Solution to meet our critical uptime needs while reducing our annual maintenance by 15% - 20%."

- TECHNICAL DIRECTOR AT LEADING MANUFACTURER

About CCSI

Contemporary Computer Services Inc (CCSI) helps companies overcome challenges and identify opportunities to achieve exceptional results. CCSI is a leading provider of technology services and solutions, bringing value and collaboration to companies.

For more than 40 years, CCSI has provided clients in both the private and public sectors with a rock solid foundation on which to secure their organization's future. We recognize that every client and every industry is unique. Therefore, we never take a cookie-cutter approach when designing IT solutions. In fact, we consider it our responsibility to find the strategy that suits each client's individual needs.


CCSI provides the highest quality of service in the industry for the full spectrum of technologies—from mobility to PCs, network infrastructures, managed services, IP telephony, cybersecurity, cloud services, SD-WAN, to storage solutions. At CCSI, we believe that technology exists to make our lives - and our businesses - simpler, more productive, secure, and ultimately more profitable. Partner with us and discover what sets us apart from the rest. Learn more at www.ccsinet.com.

We listen, we care, and we respond. Let's Grow Together.

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