



Data Sheet

Managed System Administration and Support Service Case Study

Data Center Administration and Support

□ The Situation

Keeping mission critical systems running at peak efficiency sometimes demands a level of service which internal support groups are not able to deliver. When the operation requirements of the business can not be satisfied internally, and when outsourced organizations are similarly unable to demonstrate a proven capability to meet the stringent need, companies can be faced with what appears to be an insurmountable challenge.

□ The Challenge

This major corporation had completed a dual location datacenter to support call centers in three countries around the world. They needed to source closely coupled Enterprise server expertise to manage these datacenters remotely to a level of service well beyond what their internal operational support groups could provide. Other vendors they approached were also unable to offer a commitment to work to the extremely demanding service level required.

□ The Solution

TrekLogic Staff Management, Technical Management, and Account Management worked closely with the client's management and the team itself to ensure timely delivery against objectives and to work toward creating a strong collaborative work environment.

TrekLogic provided a remote system administration group on a 24/7 basis to remotely manage the datacenters with closely coupled field engineers available locally on a 24/7 basis.

□ The Result

TrekLogic handled over two hundred tickets for this client the first month of service.

Early in the engagement, we identified an architectural capacity deficiency which was creating a major impact on the business. We immediately proposed an effective solution to eliminate the business impact. This solution was implemented to the complete satisfaction of the client. TrekLogic continues to handle the tickets but the volume is now less than ten per month with the vast majority being user requests rather than problem reports.

During the architected solution implementation, TrekLogic was singularly responsible for key configuration adjustments to ensure a timely and responsive cutover implementation.

The client feels confident that TrekLogic has, is and will continue to provide the best level of support available, bar none.

