Global Infrastructure Management
ZenSarakibia

akibia
a Zensar company
Enabling Your IT Infrastructure

Leading Footwear and Apparel Retailer Turns to Akibia for Cost-Effective, Flexible Support

CASE STUDY

DATA CENTER SOLUTIONS

When a leading retailer of athletic footwear and apparel needed a flexible, reliable support provider they turned to Akibia for maintenance and support of their Sun, Dell, HP and Compaq equipment. The retailer's OEM contract was not providing the service level that they expected and the unreliable service resulted in costly system downtime. They were paying for an expensive, inflexible support contract that was not being adequately fulfilled. After a successful trial of Akibia's support services the retailer now has a customized Akibia SLA and has reduced their support costs by approximately 50%.

Challenge

This leading retailer, which has over 200 retail stores and over 9,000 employees, needed to avoid the costly downtime associated with an inflexible support contract.

" My engineers are very experienced," stated a Senior Business Systems Manager from the retailer. Most of the time when we make a support call we already know what the problem is and what part we need."

However with the OEM service the engineering staff found themselves on the phone for up to 30 minutes talking to technical support to diagnose a problem that they already knew the answer to. Not happy with their expensive OEM contract the retailer looked for a flexible company that would provide cost-effective support at the service level they expected.

" We chose Akibia because of the value they bring to us. We were experiencing lots of headaches with the OEM and the support contract was hard to manage. With Akibia we get the service we want and we pay around 50% less."

- Senior Business Systems Manager, a leading retailer of athletic footwear and apparel

INDUSTRY
Retail

CHALLENGE
The retailer was not receiving the value or service level that they wanted from the OEM.

SOLUTION
Akibia Support Services

BUSINESS BENEFITS
Switching to Akibia allowed the retailer to increase service levels, reduce downtime and save approximately 50% on their support contract.

Solution

After a successful trial of Akibia's support services the retailer decided to switch its support services away from the OEM to Akibia. The retailer now has a customized Akibia SLA for their Sun, Dell, HP and Compaq equipment.

Results

Akibia's Customer Centric Services philospohy is premised on enabling and empowering clients and delivering a service that meets their needs. By switching to Akibia's flexible support services the retailer was able to both improve service levels and reduce downtime.

"We no longer spend a half hour on the phone talking to technical support when we already know what we need. With Akibia's fix first, talk later mentality we avoid unecessary downtime," stated the retailer's Senior Business Systems Manager.

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Akibia's hallmark flexibility also enabled the retailer to receive cost effective support solutions that led to a 50% reduction in support costs.

"We chose Akibia because of the value they bring us. We were experiencing lots of headaches with the OEM and the support contract was hard to manage. With Akibia we get the service we want and we pay around 50% less," continued the Senior Business Systems Manager.

About Akibia, Inc.

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit www.akibia.com.

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