

Case Study / Financial Services

Simplifying Global Maintenance and Support

As a global financial services firm that must deliver an “always-on” platform to their customers, it is critical to provide impeccable performance and availability. As a result of multiple acquisitions, the firm inherited a dispersed infrastructure and an ecosystem of support providers that offered coverage in one geographic area but relied on various layers of backline partners and field technicians as their global support solution. Not only did this create a costly delivery model, but service quality became compromised due to multiple hand-offs in the delivery process.

The company recognized the need to simplify and streamline its global support by identifying a multi-vendor maintenance company that would handle complex incidents directly. Their criteria led them to Top Gun’s OverWatchSM with its exclusive delivery model that utilizes in-house L3 engineers to direct all technical activities throughout the problem resolution process. With Top Gun’s L3 engineers at the helm, the company reduced the number of providers and contracts needed to achieve reliable and consistent global coverage.

Solution /

- » Simplification of service ecosystem by leveraging Top Gun’s inhouse L3 capabilities
- » Strategically placed spares that directly enable SLA attainment at all locations
- » Digital connectivity providing shared visibility to global service delivery
- » Consolidated agreements for Cisco, Dell, EMC, Hitachi, HP, NetApp, and Quantum

Challenges /

- » Over-aggregated service delivery system
- » Lack of in-country sparing
- » Costs occurred from misaligned contracts
- » Inconsistent global service delivery

Goals /

- » Shore up global service delivery
- » Local in-country sparing
- » Visibility to the entire delivery process
- » Consolidate service contracts

Results /

- » Immediate access to L3 engineers reduced resolution times by 51% worldwide
- » Efficiencies gained by consolidating contracts aligned to cost allocation codes
- » Decrease in maintenance spend by 38%

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