



Server Management for an FTSE 100 International Service Company

Client Profile

The client is an international task management giant providing facilities management and systems engineering with experience across a wide range of applications and with a strong presence in the government sector in the United Kingdom. They manage several large public facilities across several sectors in the United Kingdom. They are constituents of the FTSE 100.

Client Context

The client was looking for a partner to leverage offshore delivery of server management services for the client's own end customers. The challenge was the breadth of the engagement – the client required resources to handle a multi-skilled, multi-customer environment spanning Wintel, UNIX and several other platforms. The other challenge was that the customer wanted a partner who would manage the offshore elements while the client retained control of the onsite activities.

Microland Approach

Microland started by clearly defining a roles and responsibilities chart which detailed the responsibilities of both the client and the vendor. Other than the onsite activities, Microland was responsible for managing the rest of the operation end-to-end including detailed processes for third party vendor management and exception reporting for third party vendors.

The scope of the engagement has increased rapidly since the engagement began and currently includes a diverse environment of 52 Wintel NT4 servers, 381 Windows 2000 servers, 645 Windows 2003 servers, 300 UNIX servers, 60 AIX servers, 225 Solaris servers, 5 ESX server and 10 Linux Servers.

Microland also utilized its operational and automation expertise to deliver several projects for the client that have improved SLA performance over the life of the engagement.

These include:

- Portal for Service Performance Dashboards to provide the customer ready access to real time SLA performance for server management
- Portal for Knowledge Transfer and Processes – This is Microland's version of a knowledge and process database to provide ready access of operational details to the client
- Backup Portal – Backup Management was turning out to be a tedious task that would require a lot of manpower. Microland created an automated Backup Portal to automate the backup process and provide a summary report of Backup success
- Patch Portal – Microland created a Patch Portal so that the client could get updated status for Patch management.

Key Deliverables

24X7 Support for servers including

- Availability and Capacity Monitoring
- Backup and Restore Services
- Performance Management
- Patch Management
- Third Party/ Supplier Management
- Anti-Virus Management

Benefits

- Microland has successfully transitioned and managed a multi-skilled, multi-customer server management operation
- Over 10,000 incident calls managed every month for server management
- Microland implemented a Six Sigma Green Belt project for the customer recently as a result of which:
 - The Incident/Device ratio reduced by 25% over a period of two quarters
 - The device/engineer ratio increased by over 10% over a period of three quarters