



Storage 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 customer needed a partner to provide end-to-end storage management. This included not only monitoring and management of the SAN infrastructure, but also change and problem management as well as capacity management, patch management and licensing and inventory management.

The SAN infrastructure was located across several locations and the client needed a vendor to provide a solution whereby the infrastructure could be managed from a centralized offshore location.

Microland Approach

Since the client wanted us to manage their storage infrastructure end-to-end, the first thing we did was map the roles and responsibilities of all the parties involved. Most of the tasks would be handled by Microland in-house. There were certain on-site tasks that the customer would handle themselves and lastly, several tasks were the responsibility of multiple third-party vendors.

The basic tasks of SAN Monitoring and SAN Administration are primarily focused around increasing service availability and performance. The more complicated processes are

- co-ordinating with vendors for installation and configuration of new devices
- provisioning/de-provisioning of disk space
- backup and restoration of the storage data

Microland's real strengths in process excellence are demonstrated in tasks such as change and problem management, with our focus on quality improvements and automation.

Key Deliverables

SAN Monitoring

- Operate the SANs including complying with all associated documentation
- Monitor device and system availability
- Vendor notification in case of hardware failure

SAN Administration

- Configuration or Re-Configuration
- Provisioning of additional disk space
- De-provisioning of Disk Groups

Capacity Management

- Monitor and record storage capacity utilization
- Project future performance and capacity needs

Patch Management

- Co-ordinate with vendor for firmware upgrade

Third party / Supplier Coordination

- Coordinate with all third parties for Server and Network related issues
- Highlight third party performance related issues

Benefits

The client has been able to successfully outsource storage management to a centralized, offshore vendor

Microland successfully coordinates the onsite-offshore service management of storage devices while also coordinating with third party vendors

Microland has provided service availability of over 97% over a 2 year period