

# Green Light Case Study

## Managed Services

Our client utilised Green Light's dedicated storage support services to support their own client's critical infrastructure.

### CHALLENGE

Our client is a global leader in IT Data Centre Infrastructure. They are widely regarded as one of the industry leading server storage vendors and are at the forefront of social innovation technology and data services.

In 2015 our client was issued a global directive to outsource a large part of their support services and break fix operations. This had already been initiated in Europe and was set up in Australia reduce their operational costs, paying only for the consumption of services (per ticket) and empower their full-time engineers to work on higher level projects.

### SOLUTION

Green Light had already been providing consulting resources to our client for over four years and had built a team of T&M resources working in the major cities in ANZ. Due our clients growing confidence in our ability to deliver and the proven quality of our resources, we were invited to tender for the outsourcing engagement.

After an in-depth and lengthy selection process, Green Light was selected to run the service under our Operational Support Service model which manages the complexities that surround supporting networks and infrastructure. By creating this partnership with our client, Green Light has taken on the majority of Hard Disk Drive (HDD) replacements and other break fix/preventative maintenance.

Green Light until recently centrally managed the ANZ ticketing, deployment and co-ordination of our full-time engineers in Sydney, Melbourne, Canberra, Brisbane, Perth and Auckland. In addition, we used our agile extended workforce (WaaS) to backup the team and deliver work in regional and remote sites.

### OUTCOME

This Service ran for over 5 years with Green Light servicing 90% of the HDD replacement tickets as well as other preventative maintenance and T&M project work. We have managed, deployed and successfully completed over 14,000 tickets and provide a range of support and management services that are tailored to our client specific needs, our highly skilled team will manage errors, incidents or problems that may arise keeping operational disruption, risks and costs to a minimum.

For the 5+ years of running the service there were no SLA breaches or disruptions to the service.

### SUMMARY

Due to an international agreement outside of Australia, Green Light finished this service in 2020. Over that time Green Light completed 14,000+ tickets with no breach of SLAs or disruption to the service.

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