



Large Healthcare Provider Realizes Over 50% Opex Savings with Zensar Multivendor Services Expansion

Introduction:

A leading US based healthcare provider now leverages Zensar for their multivendor support services. The provider operates multiple data centers and software solutions encompassing multiple OEM such as Cisco, IBM, NetApp, HP and Dell. They were seeking a provider to help reduce operational costs and increase operational efficiencies across their multiple OEM server and storage platforms. The client was looking to consolidate numerous OEM maintenance and service contracts to enable a single point of contact for their IT support needs. The organization was tasked with moving away from the OEM's direct support for systems in an effort to reduce expenditures, while continuing to ensure high quality support services were still being provided to enable the critical availability of their medical data.

Solution Overview:

Zensar's extensive multivendor services experience enabled an improved streamlined process to consolidate the client's varied OEM platform support into one contract with one vendor and one point of contact for all of their system support needs. Along with significant cost savings, Zensar's multivendor services also prevented the client from having to reduce their staffing resources. Zensar's value-added data center auditing service enabled the client to receive an enhanced equipment inventory list increasing for their real-time knowledge of their currently installed systems. This comprehensive data center audit was used to build out a more robust real-time asset management program. The client felt confident trusting Zensar with their critical environment due to the team's high level of commitment in execution; ability to fulfill on SLA requirements; and strong background servicing the healthcare industry.

Business Outcomes:

- Average operational cost savings of over 50%
- OEM consolidation of maintenance contracts for server/storage systems
- Streamlined vendor management working with one provider
- Increased levels of service, operational efficiency, and delivery with Zensar's team of maintenance experts
- Flexible customized SLAs for all server and storage platform support

