

CASE STUDY

US based MSP that owns their data center specializing in hosting IBM zSystems mainframes and the entire IBM family of servers x, p, i and z requires a Third-Party Maintenance Company with deep knowledge of IBM servers and storage.

THE PROBLEM

The previous maintenance provider lacked in-depth knowledge of IBM and zSystems mainframes resulting in slow resolution and multiple unresolved issues.

THE SOLUTION

Find a Third-Party Maintenance provider with SME level engineers that could resolve the open issues plus provide ongoing maintenance and support at the level required. Smart 3rd Party was able to achieve this goal and improve the resolution times and experience.

THE RESULTS

They experienced faster resolution (52% improvement) with more flexibility and not a “cookie cutter” delivery. Which lead to signing a 3-year agreement for maintenance and support.

OVERVIEW

An MSP that specializes in IBM zSystems mainframes and provides multi-platform services and infrastructure solutions including Private Cloud and fully managed 24/7 data center hosting plus a full array of complementary IT support services. They have successfully carved out a niche in supporting Mainframe mission-critical applications. Acting as their Clients' partner, they can support their environments either indefinitely or until they choose to get off the Mainframe, providing flexibility in reducing costs as utilization decreases. They do not force clients to upgrade or change the way they are used to doing business. This enables seamless transitions, minimizes risk, and completes migrations in shorter timeframes.

The companies previous Third-Party Maintenance provider lacked deep IBM Mainframe knowledge and was not providing them with the high level of service and flexibility that their business required. They had several failures that were not getting resolved in a timely manner or remained as an open issue.

Due to the nature of our client's business, they require a maintenance company that has a strong background and knowledge of older and newer IBM equipment. Smart 3rd Party has a wider range of knowledge than their competitors. S3P brings 70 plus years of experience with them in maintaining large mainframe data centers. This experience is what helped S3P resolve the open issues. This experience also gives S3P the knowledge they need to understand their business and the business of other mainframe data centers. Ultimately with the constant changes in the industry they rely on guidance from their maintenance and support vendor to be kept abreast plus maintain old and new equipment.

As a result, they signed a 3-year agreement for 8 Mainframes and 100+ Servers for maintenance and support. They have a better customer experience and faster resolution times.

What is maintained in the Data Center:

- 4 - Quantum tape Libraries
- 3 - full racks of 3592 tape and controllers
- 35 - I series servers and expansion units
- 20 - Dell PowerEdge Servers
- 50 - Mixture of IBM Midrange DS4000/ DS5000/ DS6800 Storage Units
- 60 - IBM X-series servers
- 8 - IBM Enterprise Z-series CPU's
- 8 - IBM Enterprise DS8K Storage units
- 30 - IBM 3590 Enterprise Tape and Tape subsystems
- 4 - IBM Enterprise Libraries - TS3500 and 3494 Libraries
- 6 - IBM Rack mounted Libraries
- 5 - Super Micro Servers
- 5 - IBM Enterprise TS7700 Cache systems
- 6 - IBM Storwize V7000 Storage units
- 4 - IBM ESCON Storage Directors
- 10 - IBM Hardware management consoles
- 4 - Racks of Storage Tek Drives

