

IT Operations as a Service for VDI

Customer Success Story



Pivot IT Operations as a Service (ITaaS) for VDI delivers server, application and desktop virtualization services using a comprehensive methodology designed to predict and prevent problems and ensure performance, availability and security.

The Situation

The customer's leadership team was concerned with the potential volume of issues that can come from supporting VDI on a new converged infrastructure, such as fabric interconnect issues, blade fault codes, VSAN unavailability, hypervisor issues and application availability. The customer wanted to ensure the stability of the new VDI environment and engaged Pivot to assist.

The Value

- Flexible pricing based on consumption model of 'per device' allowed the customer to expand ITOaaS coverage as the VDI environment grew
- Customer did not incur additional charges for moves, adds and changes
- 102 hours of break/fix labor avoided by the customer IT team leading to a successful VDI rollout

The Benefits

- Fully staffed 24x7x365 NOC that responds to alerts and outages
- Dedicated technology lead (support engineer) assigned to the customer "per tower" allows for intimate knowledge of the customer environment and technical oversight of NOC operations
- Customer IT can now focus on business-related projects, instead of operational break/fix
- Dedicated Service Delivery Manager that ensures SLA compliance, operational efficiency and ITIL standards are followed
- Shared services cost model
- Monthly and quarterly operational review meetings providing insight and recommendations on supported technology stacks

Pivot ITOaaS

Managed services solution designed for complex IT environments and fast-changing business requirements. IT Operations as a Service is an extension of your team that immediately matures your operational capabilities so IT can focus on business priorities.

- 24x7 monitoring and alert aggregation
- Remote engineering and support
- Proactive maintenance
- Vendor management
- Predictable, monthly flat-rate cost structure
- Single dashboard view of all devices (and their status)
- Service requests (IMACs) at no extra charge
- Session recording (DVR) of every change made

The Environment

Inventory	17	17 devices in total: 4 servers, 4 network devices, 2 storage devices and 7 others
New Devices	3	3 new and un-managed device(s) discovered by the inventory scans in the network
Availability	99.45%	Infrastructure availability at 99.45% during the reporting period (includes only Server(s) and Network(s))
Server Performance	0	0 Server(s) breached the low disk space
VoIP	0	No VoIP devices found
Alert Management	471	471 alert(s) were processed during the reporting period
Monitoring Tickets	93	Alter triaging efforts allow us to consolidate multiple alerts on related issues into fewer tickets – this cuts down the noise and retains the focus on only the most critical or urgent needs. Of the 471 alerts, only 93 (20%) were aggregated into tickets.
Non-Monitoring Tickets	3	3 non-monitoring issues were ticketed and addressed during this reporting period
Patch Management	100%	15 patch(es) installed on managed servers and workstations. 5 security and critical patch(es) are awaiting approval
Antivirus	100%	2 of 2 window operating system(s) are up to date with latest antivirus definition updates
Network Configuration Backup	1	Configuration backup has been scheduled for 1 managed network devices. A total of 2 configuration change(s) detected on 1 device(s) (during the scheduled backup run(s)) in this reporting period. NOC can help restore any of these backups on the device.

The Story

The Business

A Fortune 500 company recognized for leading the market in developing and delivering pipeline and related energy infrastructure. The company’s primary business is connecting supply resources to premium markets throughout North America.

The Challenge

Corporate IT was in the process of deploying VDI technology to streamline operations and remote application access. They have standardized on converged infrastructure and are leveraging Pivot’s expertise in managing this environment, which supports more than 6,000 users.

The Environment

Approximately 17 systems (servers, storage and network devices) are providing VDI to almost 6,000 users.

Why PTS?

Pivot, through its portfolio companies, designs, sells, integrates and supports IT solutions—including hardware, maintenance and support—engaging clients in all aspects of their IT Lifecycle Management.



Data Center



Collaboration



Managed Services & IT Operations



Cloud



Application Infrastructure Solutions



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