

Case Study

Managed Services



Managed Services | Resourcing Services | Professional Services

T - Systems

The Challenge

In 2009 T-Systems and Linde AG signed a 7 year pan-European Data Centre and Storage Outsourcing Agreement. Linde AG service centres located in Munich, Stockholm and Guildford (UK) were to be consolidated into its own centres in Munich and Slovakia in March 2010. T-Systems needed to engage the specialist skills of a managed service provider and Halian were chosen because of a proven track record of delivering mission-critical support to high profile customers. Halian were asked to provide a 24x7 Data Centre Media Management Service and to define the necessary staffing levels.

The Solutions

Within just 4 weeks, Halian determined the workload and coverage requirements of the service, identified suitable skilled resources and designed a scheduling framework to meet the rigours of the service. It was agreed that a team of 6 Data Centre Media Administrators work at Linde's Operations department in Guildford, Surrey from March 2010.

Halian provided a seamless service covering all aspects of Media (Tape) Management meeting both T-Systems high standards and service excellence. Adil Gwiazdowski, Service Delivery Manager for Halian says, "Our aim was always to protect and professionally handle Linde's most valuable assets, their data. This is why ensuring we had the right people and the right processes were key because our on-site staff represent both Halian and T-Systems in terms of professional conduct and with the appropriate client-facing attitude."

As well as Media Management, Halian's staff also take on additional agreed tasks during "quiet" periods and assist and facilitate activities within the Data Centre as directed by T-Systems. Halian's resources were an important element of the successful delivery but the excellence during the service-planning phase and the speed of delivery were key factors for success.

The Benefits

Halian has provided 100% shift cover throughout the duration of the service from March 2010 to March 2011 ensuring Linde's Data Centre Backup and Media Management run smoothly. Not only did Halian put in place the necessary processes and procedures to ensure success, but the team allocated to the service also demonstrated utmost professionalism to guarantee the best results.

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