

Case Study

Managed Services



People & Technology United

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Computer Warehouse Group

The Challenge

CWL Systems (CWL) is the hardware and IT infrastructure division of Computer Warehouse Group (CWG) with expertise in the supply, installation and support of computer hardware, operating and middleware systems, as well as managed and outsourcing services. Based in Lagos, Nigeria and working across West Africa, CWL has strategic alliances with Oracle, Dell, HP & Symantec and identified Halian as a key managed service delivery partner in early 2010.

The immediate challenge for Halian concerned a Telco customer's data centres where CWL had scoped, installed and was supporting high end Oracle/Sun enterprise servers and storage systems. This managed service contract covered over 300 servers and 1.4 peta bytes of storage and tape libraries but was experiencing continual systems down time and reliability problems. CWL were looking for a partner with a demonstrable track record of delivering high availability operations management expertise within an ITIL framework to tackle these problems.

The Solution

The customer's CTO, Data Centre Manager and Infrastructure Manager were all key stakeholders in this SLA based service and closely involved in the planning and implementation stages. Halian rapidly deployed a highly qualified and experienced operations management team covering systems architecture, Solaris systems administration, UNIX cluster engineering, HDS storage and JES consultancy. Within six months of engagement, the systems performance was stabilized and service transitioned successfully to a "business as usual" (BAU) status.

The Benefits

Throughout the entire and ongoing programme, Halian has brought a positive, pro-active and pragmatic approach to managing this challenging multi-year programme. There have been significant systems availability and performance improvements allowing upgrades to current software versions which will enable the smooth transition to new technology solutions. There are now planned investments in pro-active systems management patching and upgrades which will feed into further enhanced systems productivity.

These combined service improvements have provided measurable gains in customer satisfaction through service availability to internal business users and customers. In turn, this has assisted in the recent growth in market share against the customer's key competitor in this rapidly growing sector.

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