

Global Beverage Provider

Summary:

This global distributor had fragmented TPM contracts all over the map (literally). They needed a nimble and flexible team of support, with a Fix It First mentality. The need for a single pane of glass was their greatest pain point and OneHub—OneCall's powerful and free asset management portal—was the perfect solution to provide streamlined organization across their entire IT estate.

- \$50b Revenue Globally
- 20,000+ Employees in North America
- Global offices, distribution centers, and production facilities.

Customer's Key Challenges:

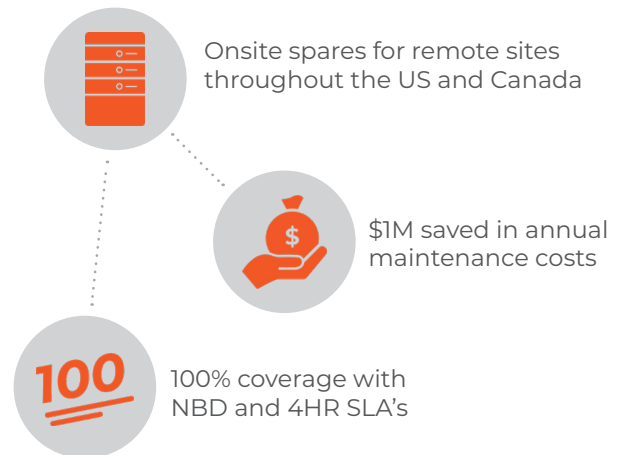
The customer had multiple maintenance contracts that were fragmented and inflexible. TPMs consistently missed SLAs and had various restraints and renewal dates, making it very time and resource-intensive to manage. There was no collaboration between TPMs and existing maintenance VAR. The customer was looking to consolidate all their North American IT maintenance contracts into a single contract that could to reduce costs, increase flexibility and accuracy of existing TPM.

Customer's Solution With OneCall:

By bringing all assets over to OneCall, the customer saved over \$1m in yearly maintenance costs. PivIT worked seamlessly with the current VAR to roll over legacy items to PivIT OneCall coverage—no more fragmented relationships between the TPMs and VAR. The customer now has the freedom to push out expensive CapEx upgrades and remove OEM forced upgrades. With 24/7/365 access to local field engineering and remote hands, the customer has access to NBD spares for pre-configuration so spares arrive inplug-and-play condition.

Customer's Needs:

This global beverage provider needed the ability to manage all North American IT assets in a single pane of glass. They needed a maintenance solution that would support a hybrid strategy—allowing them to keep various OEM (Cisco, NetApp, HP, Dell, Brocade, IBM, Hitachi) contracts in place while offering support for Legacy Hardware as 50%+ of their infrastructure was EOL/EOS/EOSS



OneCall Strategy:

PivIT conducted a deep dive audit into the customer's entire IT estate to determine the best hybrid maintenance strategy. The customized maintenance plan best suited for the customer was to have PivIT immediately support nearly 70% of the Customer's North American infrastructure. PivIT was able to provide NBD & 4HR SLA's on 100% of the covered IT estate. OneHub—OneCall's single pane of glass free management portal—provided the transparency the customer needed to easily manage the entire IT estate.