



Global Beverage Provider

Summary

A leading global beverage distributor with over 34,000 devices in their IT estate faced severe challenges due to fragmented maintenance contracts and decentralized network management. OneCall streamlined their IT operations by providing a tailored hybrid maintenance solution, leveraging comprehensive support services and utilizing OneHub for asset management on a single pane of glass. This collaboration not only centralized IT management but also saved the customer over \$1 million annually in maintenance costs.

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

Customer's Needs

The global beverage provider faced significant challenges in managing their estate due to fragmented maintenance contracts with multiple TPMs and OEMs. These contracts were inconsistent and inflexible, making management overly complex and resource-intensive. The lack of coordination among vendors led to frequent service disruptions and missed Service Level Agreements (SLAs), further compounding operational inefficiencies. Asset tracking and reporting were outdated and unreliable, creating additional hurdles in maintaining visibility across their IT estate. With over 60% of their infrastructure consisting of end-of-life (EOL) or end-of-support (EOS) hardware, the customer needed cost-effective solutions that would avoid OEM-mandated upgrades. Operating across North America with centralized IT management in St. Louis, the company also faced geographical challenges, requiring local field engineering and support to meet the needs of remote sites scattered throughout the U.S. and Canada.

This global beverage provider needed the ability to manage their entire estate in a single pane of glass. They needed a maintenance solution that would support a hybrid strategy—allowing them to keep various OEMs (Cisco, NetApp, HP, Dell, Brocade, IBM, Hitachi, Oracle Sun, Allen Bradley) contracts in place while offering support for Legacy Hardware as 60%+ of their infrastructure was EOL/EOS/EOSS. The customer sought a solution to consolidate contracts, cut costs, and improve SLA compliance while maintaining flexibility for their OEM and legacy hardware.



OneCall's Solution

OneCall conducted an in-depth audit of the customer's IT estate and implemented a hybrid maintenance strategy that met their unique needs:

1. Comprehensive IT Coverage

- PivIT assumed responsibility for nearly 70% of the customer's North American IT infrastructure, consolidating maintenance under OneCall.
- Provided Next Business Day (NBD) and 4-hour SLA coverage for 100% of the IT estate.
- Supported OEM (Cisco, HP, Dell, etc.) and EOL/EOS hardware, enabling the customer to avoid expensive CapEx upgrades.

2. Centralized IT Asset Management

- Implemented OneHub, OneCall's intuitive asset management portal, giving the customer real-time visibility and control over their entire IT environment from a single pane of glass.

3. Seamless Field Engineering Support

- Delivered 24/7/365 local field engineering and remote hands services across North America on all devices ensuring even those under OEM coverage had dedicated engineers readily available to meet SLAs and reduce network downtime.
- Pre-configured onsite spares ensured plug-and-play replacements for remote sites, minimizing downtime.

4. Cost Optimization

- Streamlined operations resulted in annual savings of over \$1 million in maintenance costs.
- Eliminated the need for third-party maintainers and their associated inefficiencies, enabling the customer to handle IT management in-house

Results

OneCall's tailored strategy provided the global beverage provider with a comprehensive solution to overcome their fragmented IT maintenance challenges. By consolidating all maintenance contracts under a single vendor with consistent SLAs, OneCall streamlined operations and reduced complexity, enabling the customer to save over \$1 million annually. The flexibility to delay costly OEM upgrades while maintaining robust support for legacy systems empowered the customer to manage their IT infrastructure more effectively. Additionally, 24/7 access to local engineering support and fast replacement solutions ensured improved uptime and seamless IT operations. OneHub, OneCall's advanced asset management platform, transformed reporting and transparency, simplifying management across their extensive IT estate.

Through this partnership, OneCall delivered a cost-effective, sustainable, and scalable maintenance strategy that gave the customer the freedom to maintain their hardware on their own terms while achieving significant operational efficiency and long-term value.