

Managed Services In Action

Delivering Value To Sun Oracle's Supply Chain Nationwide



Overview

Sun Oracle Corporation is one of the world's foremost technology and information service providers, providing computing infrastructure solutions that drive global network participation and innovation. Providing fully managed services to industry sectors worldwide, they rely on a robust partner model in order to ensure effective local delivery to some of the world's most demanding organisations. Sun Oracle is responsible for the entire Data Centre operation of the UK's largest Financial Services organisations. The challenges faced in fulfilling such requirements means that Sun Oracle must be confident in a supply chain that provides value, flexibility and exemplar service provision throughout all aspects of the contract.

Service

Sun Oracle chose Amor Group to provide a nationwide fully managed service to one of the UK's largest financial organisations, due to our strong track record in delivering a proven service within a variety of critical environments across the UK and beyond.

The core aspect of the contract, which has been in place for 5 years, is to provide data centre management services across their clients' IT estate throughout the UK. This covers the full infrastructure spectrum including new installations and configurations, space and capacity planning, fault fixing, refreshes, de-installation and secure disposal, equipment relocation and auditing. In addition, Amor Group was responsible for the creation of a bespoke Inventory Management System (IMS) that was implemented in order to track the equipment estate and is the de facto standard within the organisation for inventory management. Amor Group also plays a key role in the provision of disaster recovery and business continuity by providing a nationwide service for the collection, insertion, transportation, storage and restoration of backup media; ensuring that all critical system data is backed up and stored securely off-site.

Results

Amor Group has consistently exceeded SLA and KPI expectations, providing a platform from which to develop service excellence and technological innovations which has resulted in significant cost savings for the client. Our implementation and innovative use of SNMPc has seen our teams transition the tool from simple monitoring to a proactive action solution resulting in a number of cost and efficiency savings for the Financial Services organisation. With operational availability approaching 100%, out-of-hours calls have been almost entirely eradicated, representing a significant saving. A current initiative is reducing power consumption at 2 test sites by 15% - equating to a saving of £150k per annum. This efficiency saving, when rolled out through the entire estate and coupled with the Government's scheme for Carbon Offsetting, will result in a multi-million pound reduction in cost annually for the Financial Services institution whilst positioning them at the forefront of green IT, thanks to a real time carbon recording mechanism implemented by our on-site teams.

“*During a period where continuity was of paramount importance, Amor Group's Managed Services team ensured SLA fulfillment and uninterrupted provision.*”

Shaun Lynn, Delivery Partner Manager, Sun Oracle

Benefits

- Proven service continuity
- Annual savings of £150k through increased energy efficiency
- Service replication and consistency nationwide
- Integration and management with key personnel and sub-contractors
- Knowledge and influence on key processes

Solution Highlights

- 24/7 on-site support and resourcing
- Equipment Installations, Moves, Additions & Change Services
- Data Centre Administrative Services
- Bespoke Inventory Management Software Provision
- Asset Management
- Backup and Recovery Services



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