



Insurance firm saves BIG by using third party maintenance for their EOSL equipment

Company Profile

An industry leader and one of America's largest insurance brokerage, insurance, risk management and employee benefits brokerage and consulting firms.

Business Situation

Our client had an end of service life (EOSL) SAN that required support as they were not ready to replace it. Since OEM support was no longer an option, they started vetting potential support providers to determine who was capable of providing the best services at a reasonable cost. After several meetings with three different maintenance organizations, it was determined that EmconIT was the "right fit".

Technical Solution

EmconIT engineers thoroughly assessed and evaluated the environment to ensure optimization. Our client enlisted the assistance of EmconIT for two data center relocations that took place over the course of one weekend. We provided movers, packed the equipment and delivered it to its final destination, all with no issues. Our engineers took the move one step further and staged the equipment exactly how the client required. Our Engineers stayed behind after the equipment was delivered to ensure that the client did not need any additional assistance.

Solution

EmconIT implemented a customized support solution that provided 7x24 coverage and the peace of mind to allow our client to continue running their hardware.

Benefits

With a maintenance agreement in place our client was able to continue utilizing their equipment while maintaining their budget; the remaining funds were then free for allocation to additional projects. Our client has significantly cut costs, but not quality.

- Cost savings
- SPOC (Single Point of Contact) reduces the complexity of multiple vendors
- National presence
- Customized solution
- Parts on-site (drastically reducing down time)
- Confident end-of-life support allowing more equipment to come off warranty