Healthcare provider saves thousands on IT spend through third party maintenance

Company Profile

A privately held healthcare company and the industry's most comprehensive provider of healthcare cost management solutions for the commercial, government and property & casualty markets with a national footprint.

Business Situation

Our client initially reduced data center expenses by holding off on buying new equipment and having the OEM support the equipment post warranty. Unfortunately, the cost for supporting their equipment was constantly being offset by the high cost of support from the OEM. These costs were also rising on a regular basis throughout the year. With their ever tightening budget constraints, our client needed to come up with an alternative support solution and asked EmconIT to help.

Technical Solution

EmconIT was asked to evaluate their current infrastructure and support requirements. Our highly experienced engineers conducted a thorough assessment of their infrastructure. Our engineers noted that they were running a significant amount of older equipment (3+ years and older) for their NetApp & EMC storage, and HP & Dell servers. They requested EmconIT to provide a support model to match or exceed their current level of support from the OEM.

Solution

EmconIT crafted a comprehensive cost containment solution for this company by understanding the client's current and future support needs for their infrastructure. EmconIT was able to provide the same level of service that they were receiving with the OEM and our client reported to us the impact was a reduction of support cost (upwards of 55%) helped keep the company within their budget constraints. The equipment is/was running at peak performance and by migrating that equipment to EmconIT's maintenance services, EmconIT was able to extend the life of that equipment, resulting in a better ROI.

Benefits

With EmconIT's solution in place, this client was able to keep their existing equipment. While having EmconIT maintain this equipment, the client now has stable support costs, which aid them staying on budget with their software and hardware maintenance costs. They actually had a significant decrease in their data center maintenance budget.

- 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