UNITAS GLOBAL
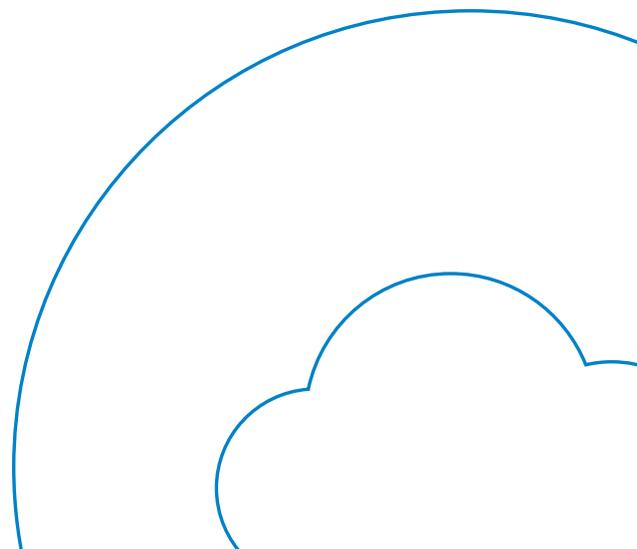
DRILLING EQUIPMENT MANUFACTURER

Manufacturer Gains Competitive Advantage by Offloading IT Management to Unitas Global

THE CHALLENGE

50% OF RESPONDENTS' ORGANIZATIONS HAVE CLOUD MANAGEMENT PLATFORMS IN USE OR ARE PLANNING TO USE – 451 Research Hosting CLoud & Transformation Summit 2018

60% OF IT DEPLOYMENT WILL BE OFF-PREMISE BY 2020 – 451 Research Hosting CLoud & Transformation Summit 2018

96% OF RESPONDENTS NOW USE CLOUD – RightScale 2018 State of the Cloud Report

THE CHALLENGE

THE CLIENT'S IT TEAM WAS STRETCHED THIN AND HAD BEEN STRUGGLING FOR A LONG TIME. THEY HAD ENOUGH RESOURCES TO KEEP THE COMPANY ALIVE, BUT NOT ENOUGH TO INNOVATE, UPGRADE, OR KEEP PACE WITH THEIR COMPETITION. INSTEAD, THE CLIENT WAS STUCK SOLVING CONSTANT PROBLEMS AND MAINTAINING AGING INFRASTRUCTURE. THEN, RECENT CHANGES IN GOVERNMENT POLICY ALTERED THE COMPETITIVE LANDSCAPE IN THEIR INDUSTRY AND LOWERED THE PRICE OF RAW MATERIALS, OPENING AN OPPORTUNITY FOR GROWTH.

KEY CHALLENGES

- IT leadership was directly responsible for all outages and resolving them took several hours, consuming management time and energy better spent elsewhere

- Prior to policy changes, the client could only maintain a skeleton IT staff, therefore lacked manpower for upgrading or innovation

- Needed to take advantage of market opportunities by investing in IT services and infrastructure, but lacked domain knowledge and experience to choose wisely

Until recently, the client was operating on very thin margins, and unable to spend enough on their IT team or infrastructure to do more than maintain a skeleton department.

Their existing IT team was unable to do more than put out fires and maintain a holding pattern. Whenever any part of their infrastructure went down, it would paralyze their operations and require personal attention of all responsible parties—including the CIO. The several hours it would take to fix, for example, a server outage were costly in both a financial and operational sense.

When raw material prices for the client's product dropped and the competitive landscape became more favorable, they decided to make an investment in their IT to help them see real returns and leverage that investment to grab a much larger slice of their market. It was clear that the company needed the right partner to help them move forward.

FACED WITH AN OVERSTRETCHED TEAM AND AN OVERABUNDANCE OF GRUNT-WORK WEIGHING THEM DOWN, THE CLIENT BROUGHT IN UNITAS TO LIFT THAT BURDEN. UNITAS WAS ABLE TO NOT ONLY TAKE OVER MAINTENANCE AND MANAGEMENT FOR THE CLIENT'S INFRASTRUCTURE AS IT STOOD, ALLOWING THEM TO REALIZE ITS FULL VALUE REGARDLESS OF AGE, BUT REORGANIZE THEIR IT TEAM SO THEY COULD FOCUS ON THE FUTURE. IN CONTRAST TO THEIR PREVIOUS RUNNING BATTLE AGAINST BUG AFTER BUG, DROPPING EVERYTHING ANY TIME A SERVER WENT DOWN, NOW THEY CAN DO WHAT THEY DO BEST: BUILD AND INNOVATE.

Unitas' five-stage methodology ensured a process of both prompt delivery and client satisfaction throughout the project:

DISCOVERY
The Unitas team worked with the client to define project parameters, goals, and budget. Service desk resources, server management and administration, and ensuring innovation emerged as the core challenges at this stage.

DESIGN
Unitas designed a custom solution to meet the client's needs. Instead of recommending a full replacement and upgrade, which would have been unnecessary for this client, Unitas assumed responsibility for management of their existing infrastructure and other low-level IT functions, with planned upgrades as needed in the future.

This included: centralizing service desk functions (which previously had been conducted mainly outside official company channels) via a dedicated team at Unitas; responsibility for maintaining uptime; and assuming a other duties that had been squandering departmental time and resources.

DEPLOYMENT
Unitas worked with the client to smoothly and seamlessly switch management for their infrastructure and other functions. In addition to the switch-over, Unitas put systems and protocols in place to track and analyze incidents on the newly-reorganized system, automatically find the top ten per month, and come up with ways to prevent them from reoccuring.

TRAINING
To ensure the client got the most out of this new relationship and processes, Unitas trained the client's teams on using the new service desk, error reporting, and other systems. Documentation, run-books, support details, and execution methodologies were also provided and kept up to date by Unitas.

MANAGEMENT
Unitas has continued to provide ongoing management for the client's systems, upgrading as equipment reaches the end of its lifecycle. Given the client's present reliance on IT for competitive advantage, Unitas Global's end-to-end SLA, which offers comprehensive support services post-project and financial compensation for outages and downtime, was key in ensuring long-term operational excellence, security, and peace of mind for the client.

THE RESULTS

RESULTS

Handing over the day-to-day work of managing their infrastructure has proven transformative for the client's IT department.

Prior to working with Unitas, the final responsibility for putting out operational fires belonged to the CIO. While the CIO still maintains ultimate control, Unitas specialist teams ensure that any outages are up and running within an hour, compared with the average six hours it previously took their team to restore a downed server. The financial difference of having those man hours back is dramatic, and the peace of mind provided is priceless.

Institutional knowledge no longer leaves with employees, but is instead archived with Unitas. The client doesn't need to worry about maintaining documentation, support protocols, or compliance in a fast-changing technological and regulatory landscape—it's all kept up to date for them.

Moreover, transferring the costs of maintaining, and training employees to maintain, the client's complex infrastructure has allowed their IT department to focus on researching and implementing new technology to grow the business and add operational capabilities.

With Unitas at the helm, the client's team is now free to innovate, create, and make their company more money.

BENEFITS DELIVERED:

- HUGE AMOUNTS OF EMPLOYEE TIME, ENERGY, & RESOURCES FREED UP TO FOCUS ON GAINING COMPETITIVE ADVANTAGES FOR THE BUSINESS
- PEACE OF MIND IN A CRISIS
- FULLY MANAGED, LOGGED, AND CENTRALIZED SERVICE DESK FOR ALL I.T. ISSUES
- FULL MANAGEMENT FOR INFRASTRUCTURE MAINTENANCE AND EQUIPMENT LIFECYCLES
- AUTOMATIC INCIDENT ANALYSIS AND PREVENTION

WWW.UNITASGLOBAL.COM

Find out what a hybrid cloud solution looks like for you.

sales@unitasglobal.com