



## Case Study

# International manufacturer turns to Datalink for critical network, voice, and telecom solutions

## The client

The client is a U.S.-based European company with manufacturing operations in 12 U.S. locations and other facilities around the country. It employs more than 30,000 people worldwide.

## The challenge: Provide the excellent network, voice, and telecom services that an offshore outsourcer was failing to deliver

The company had been struggling for some time with poor network services provided by an offshore outsourcer. Not only was the provider failing to meet service level commitments, it was not delivering the kind of customer experience that the company expected. In fact, more than 300 support cases had accumulated and were not being addressed.

As a result, the client was having to provide greater oversight, which taxed its limited resources in this area. What's more, the provider's low service levels and subpar response times were hurting the company from a productivity standpoint. As the existing contract with the outsourcer came to an end, the company knew it was time to find a provider with a U.S.-based operational platform that could better meet its needs.

A long-time Datalink customer in areas such as data protection, storage, support, and managed backup, the company invited Datalink to respond to an RFP. After presenting multiple models that demonstrated operational flexibility and the ability to produce long-term cost savings, Datalink was selected to manage the company's network.

### Industry:

Manufacturing

### Location:

Midwest U.S.

### Solution:

- Network, voice, and telecom management in 120 U.S. locations
- More than 5,000 network devices (Cisco, HP)
- 4,000 Cisco phones

### Datalink services:

- Managed Network
- Managed Voice
- Managed Telecom

### Benefits:

- Attentive 24/7 service
- 300 case backlog reduced by 72% in one month
- Reactive to proactive incident management
- Network alerts decreased by 75%
- Improved user experience
- Increased ability to focus on business outcomes



## The solution: Thousands of network and communication devices, and the responsive service behind them

Assembling a large team within two weeks of the contract being signed, Datalink capitalized on its members' expertise, experience, and in-depth understanding of the client's business. The group addressed one of the biggest issues the company faced, and crafted a plan for changing from a reactive incident management model to a proactive one.

The former provider had addressed alerts as they arrived in an email inbox. Datalink implemented efficient and effective incident response processes that rely on event correlation and automation. As a result, the process of turning alerts into incidents and resolving them was streamlined and simplified.

## The benefits: A 75% reduction in network alerts and much higher service levels

Soon after Datalink assumed network management responsibilities, the 1,300 alerts that were being received each day were reduced by 75%. Also, in addition to managing high priority issues, Datalink was able to reduce the 300 case backlog by 72% within one month. What's more, a proactive approach to network, voice, and telecom managed services now provides much higher service levels and prevents operational delays, which has led to a greatly improved experience for internal customers.

Not only has the company been pleased with the services provided, it is rethinking other areas of its operations. For example, it is considering moving away from its own monitoring tools and transitioning to Datalink Central with its ability to deliver greater visibility and lower costs.

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