

Sun and HP Systems Maintenance

CASE STUDY

Enabling Your IT Infrastructure

When Bose Corporation's engineering department wanted to streamline maintenance support of its SUN systems they turned to Akibia as its single provider. Bose chose Akibia because of our reputation for collaborative customer service, and a proven logistics and parts management operation. Since then, the relationship has flourished. Akibia now provides support for many systems from SUN, HP and other third party vendors, within multiple divisions at Bose. In all, Akibia supports more than 80 systems.

A strong relationship is built on trust

Since 1964, Bose Corporation has maintained a strong commitment to the research and manufacturing of innovative sound solutions for a wide variety of applications. Bose products are among the best selling in the United States, Europe, Canada, Australia and Japan, and are also sold in Russia, China and India.

A network of Solaris and Sun operating system (OS) workstations and servers and HP-UX workstations has supported the company's 400 engineers. If any of their systems go down the fallout can potentially affect both internal users as well as customers. Engineering productivity can be impaired. Manufacturing lines can be stopped. And ultimately, product delivery to customers can be delayed. With system uptime a top priority, it was important to ensure high-quality, cost-efficient and consistent hardware support services. The company wanted to establish a meaningful relationship with a single provider that could deliver higher quality, more consistent and more cost-effective service.

Impressed by Akibia's track record, references, and best-of-breed logistics centers, Bose selected Akibia to provide 24x7 systems maintenance support with a combination of 2- and 4-hour on-site response for its Sun OS and Solaris workstations. From the start, Akibia provided Bose with the rapid response and quality of service it had been seeking. Akibia's team of dedicated service professionals formed a strong partnership with the Bose team.



INDUSTRY

Manufacturing

CHALLENGE

Bose requires maximum uptime for its critical Sun and HP systems supporting 400 engineers and 1,200 users worldwide. If any of these systems go down, engineering productivity can be impaired, manufacturing lines stopped, and product delivery to customers delayed.

SOLUTION

Bose selected Akibia to provide 24x7 coverage with a combination of 2- and 4-hour on-site response.

BUSINESS BENEFITS

Akibia's ability to respond to a variety of service needs and emergencies, and to support a variety of equipment including third-party, nonstandard equipment, has been an important element in its longstanding relationship with Bose.

"Akibia has been a very strong collaborator – we trust each other," said Bose Chief Information Officer Rob Ramrath. "When we have a problem, our first goal is to get the problem corrected. Akibia is effective. They come quickly, they come with the right parts, and they know how to fix the machines."

The engineering group was so satisfied with Akibia's service that it extended Akibia's coverage to include HP 9000 V-class Enterprise servers and third-party systems- more than 80 systems in total. Akibia's positive reputation within the engineering group lead to additional work with Bose. Akibia also provides maintenance for servers in Bose' s Yuma, Arizona, facility.

Flexibility is Important to Bose

Akibia's ability to respond to a variety of service needs and emergencies, and to support a variety of equipment including third-party, nonstandard equipment, has been an important element in its longstanding relationship with Bose. "Akibia has been very flexible in accommodating our needs and discussing how they can provide support to meet those needs," explained John Clarke, Manager of Engineering Services at Bose. "Their focus is on making sure that the server is up and running. Akibia has come through for us many times – even going beyond the call of duty, such as working through the night to help us rebuild a critical system."

"The bottom line is when you have a failure, time is of the essence. You need hardware recovered as fast as possible; that takes responsiveness on Akibia's part, both on the phone and in dispatching technicians. It takes parts availability and effective technicians who fix the problem the first time. Akibia has it all."

Rob Ramrath, CIO, Bose

When Time Is of the Essence, Akibia Answers the Call

"The bottom line is all about when you have failure, time is of the essence," said Ramrath. "You need hardware recovered as fast as possible; that takes responsiveness on Akibia's part, both on the phone and in dispatching technicians. It takes parts availability and effective technicians who fix it the first time. Akibia has it all. We have a really strong relationship with Akibia."

About Akibia

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center.



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