

MANAGEWISE® SUPPORTS ELECTRIC UTILITY COMPANY

A Large Regional Power Company Successfully Leverages ManageWise

Focus Remains on Business Strategy and Saves \$300k

THE CHALLENGE

When a large, regional power utility company approached MicroAge, its challenges could be summed up as a lack of time and people. It was finding it difficult to keep up with the extra cycles required to patch and upgrade servers and maintain its VMware, Cisco, and NetApp environments.

They were concerned that falling behind on patches, regular maintenance, and OS upgrades would put them at an increased risk of a breach and loss of information. Additionally, the client was struggling with the workload required to support their other strategic projects, even without the extra maintenance cycles factored in. This was keeping them from supporting key business objectives by delivering back to the business in a timely manner.

Client Overview

- A large, regional power company
- 1,700 plus employees
- Serves 430,000 plus customers
- Generates electricity through wind and solar generation, natural gas, and coal

MicroAge engineers are continuously assessing the client's needs and reporting those results to help clients adjust their IT priorities.

THE SOLUTION

We offered the client a ManageWise service contract, which allowed the client's IT team to focus their resources on delivering the company's key business objectives. MicroAge had worked with the client for nearly 10 years, providing solutions for projects including security-related concerns, setting up automation and building out new environments. ManageWise introduced another way to help the client.

The ManageWise engagement provides pre-scheduled days during which MicroAge engineers work on-site or remotely assisting the client's IT team with many routine tasks as well as a bucket of ad-hoc hours to use throughout the year. Their ongoing ManageWise service primarily includes preventative maintenance, firmware updates, trouble remediation, and hardware and software upgrades. MicroAge engineers are continuously assessing the client's needs and reporting those results back to them in order to help the company adjust its IT priorities.

CASE STUDY

MANAGEWISE

Supports Large Regional Power Company

After contracting with MicroAge, the IT team was able to turn their attention to the implementation of a new energy management system.

THE SOLUTION *(continued)*

The MicroAge team overseeing the client account includes a dedicated account manager, professional services manager, project manager, and engineers. MicroAge can dedicate one engineer to the client's VMware environment, another to its Cisco environment, and a third to the client's NetApp environment. This provides the company with expertise in each core area that it would not be able to otherwise add dedicated resources to.

THE RESULTS

With MicroAge's on-demand engineers filling the gaps, the client's engineers can use freed-up time during the week to work on more strategic and time-sensitive projects for the business. As a result, they were able to hit more of their KPIs and achieve additional business outcomes.

For example, after contracting with MicroAge, the IT team was able to turn their attention to the implementation of their new energy management system. With MicroAge taking a lot of the routine maintenance off their plate, the client's IT team was able to drive that strategic project forward successfully.

ManageWise saved the power company the cost of hiring three separate highly skilled engineers – a savings of more than \$300,000 in a one year period.

With the help of MicroAge engineers, the client is able to run a large environment with a fairly lean operation. ManageWise saves the client the cost of hiring three separate highly skilled engineers, which led to a savings of more than \$300,000 in one year. Since MicroAge engineers have a thorough understanding of the client's environment, they are able to help keep things running smoothly with health checks and regular reviews, keeping an eye on array capacity optimization and alerting the client's IT team to any issues on the horizon. In addition to relying on MicroAge to take care of routine maintenance, the client also leverages MicroAge engineers to consult as they plan out new projects. The result is a fine-tuned IT operation that maximizes their internal resources to focus their time and talent on core objectives for the organization.

ABOUT MANAGEWISE

ManageWise is part of a new breed of proactive, scheduled IT services, born out of the same economic necessity and technological capacity as on-demand consumer services. It helps relieve tension between IT and the business by striking a healthy balance of stability and agility, providing the resources to keep existing infrastructure strong while enabling business growth.

Let's Get Started

Learn more about how MicroAge can work with your team to capitalize on today's leading technologies and maximize your IT investments. Contact MicroAge to schedule an appointment today.

The MicroAge Difference

MicroAge combines a powerful mix of technology services backed by vendor-certified engineers and an acclaimed panel of experts to deliver the competitive edge technology leaders need to lead in a disruptive, digital environment. MicroAge positions your organization for the future with end-to-end services.