Creating Business Opportunities for our Customers

Customer Case #1
Providing Management of Legacy Systems and Plotting a Migration Path to the Cloud.

Customer Background

Many components of the customer's solution had passed End of Life and the current managed services provider was simultaneously raising prices and reducing service levels. The customer wanted to upgrade to a cloud based solution, but quickly got bogged down in different technologies, migration planning, and budget hang ups. It quickly became apparent that they needed to keep the current systems going while planning their migration to the cloud in phases.

Customer Goals

1. Keep the current EOL systems viable. Including:
* Linux, Oracle, MySQL, Websphere
2. Ongoing system tuning and application optimization in response to user community demands
3. Migrate to a cloud based system

GMOne Soltuion

The GMOne team was quick to address the customer's need for legacy application monitoring and problem resolution. In fact, one of the most noticeable benefits to the customer's IT group was a dramatic reduction in the number of customer complaints. GMOne improved response times, ticket resolution, and service requests, with turnaround times up to 40% faster than the prior managed ser vices vendor. In addition, a backlog of unresolved support requests was eliminated within the first 30 days.
Possibly the most significant benefit from moving to GMOne, however, has been the freeing up of the customer's IT resources for more strategic projects. Because of this, the company plans to move their applications to the cloud faster than anticipated.

Inquiries regarding Global Management One
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Customer Case #2
Supporting global expansion into new markets.

Customer Background

This customer forecasted ample long term market opportunities in Asia, and launched aggressive plans to grow rapidly in the region. Outpacing their ability to ramp up IT staff in the regions, they turned to GMOne to augment their own capabilities.

Customer Goals

1. Standardized services across geographic regions.
2. Operations compliant with USFDA GxP regulations
3." Pay-as-you-go" utility contracting

GMOne Soltuion

The in-region NTT teams worked in conjunction with the customer providing Data center design and build ser vices for the ser ver farm collocated in the NTT Singapore Data Center. A Disaster Recovery site was established in NTT Com's Malaysia data center and eventually additional environments were brought online in the US and UK. NTT Com provides a single point of contact Global Service desk for all customer requests.
Ser vice are provided on a zero-baseline contract, offering the customer complete control over spending.
Managed services are provided on a standardized rate card and operations are compliant with USFDA GxP regulations.

Single point of contact, Global Service Desk providing regulatory compliant operations worldwide.