

Customer case study

Multi Vendor Maintenance at a high-turnover discounter



Customer:
 Discounter
 Revenue: 57 billion



Countries

Germany

Europe: Slovenia, Austria, Switzerland, Hungary, Ireland, UK

USA

Hong Kong

Service-Level Agreement (SLA)

up to 7 x 24 Monday to Sunday

Fix time: up to 4 hours

Remarks

- Multi Vendor Maintenance
- about 100 stores in 9 countries worldwide
- Provision of IT specialists
- Proactive services
- IMAC services

Portfolio

Manufacturer

Manufacturer	Data centre & stores
IBM	xSeries / Libraries / Storage
HP	ProLiant / Storage / SAN Switches
EMC	CX-Serie, Switch
Quantum	Libraries
Dell	PowerEdge
Total:	About 1,200

Testimonial

"Finally we have a fully-coordinated worldwide maintenance contract with a single point of contact and top SLA values".

