CASE STUDY:

Evaluating Solutions for a Global Building Manufacturer

Evaluating Solutions for a Global Building Manufacturer's Data Center Infrastructure and Operations Support Service

As the IT landscape continues to change, we have begun to see a rise in the amount, and variety of infrastructure challenges faced by organizations; and for many, these changes indicate that it is no longer feasible to maintain a data center in-house. Data center outsourcing, due to its ability to provide high levels of operational efficiencies and resource optimizations, has become a major area of focus for organizations evaluating potential solutions.

This particular case study focuses on a building materials manufacturer who has proven to be a global leader in engineered wood products; they are "engineered to perform" – both as a company and as a manufacturer of innovative products for the building industry. With a strong emphasis placed on driving continuous innovation and a mission to provide builders with products that reduce construction costs, minimize waste, increase energy efficiency, foster safe home environments, and create flexible architectural and design possibilities, this manufacturer makes it possible to build better homes.

Challenge

The company recently moved their Enterprise Resource Planning (ERP) systems off-premise, moving to a software as a service model (SaaS), reducing their data center infrastructure and operations (I&O) requirements. This move created higher internal IT service unit costs due to a fixed overhead spread out over fewer servers and storage. In addition, the company was challenged with investing in a security and disaster recovery solution within its remaining infrastructure environment. With rising fixed costs and a shrinking environment, they saw a need to evaluate various outsourced solutions for its remaining data center infrastructure and operations support service.

Initially apprehensive to adopt an outsourced solution, the building manufacturer engaged with Windsor Group in an effort to find the right solution to combat its infrastructure challenges. Windsor Group provided a strategic evaluation to assess their specific requirements and the outsourcing options available to meet those needs.

Solution

The Windsor Group worked to define various sourcing opportunities and built consensus on potential solutions that would address their unique business, financial, and technical needs. With the understanding that outsourcing is a highly sensitive and impactful decision, Windsor Group embraces both technical and operational input from current IT support staff, allowing the IT management team to go through an internal vetting process before engaging with a potential service provider. This process was very well received by the company's key decision-makers due to the level of detail that was collected and aggregated about their infrastructure and operations environment.

As we moved closer to a potential outsourcing transaction, a few road blocks surfaced in regards to the estimated retained staff during and after the data migration to the chosen service provider. However, the CIO was able to overcome these challenges by assuring that there was enough in-house staff to govern the supplier relationship and liaison with the business users.

Results

After presenting a few solutions that would address its business needs and be well-aligned with its infrastructure environment, the company was able to identify and select an IT service provider that enabled them to enhance their security and disaster recovery while also reducing their fixed costs. When all was said and done, a partnership with Windsor Group allowed them to address their challenge of comparing the advantages and disadvantages of employing an outsourced solution versus maintaining in-house resources. The external resources ultimately helped to exceed internal infrastructure and operations expectations.

Customer Comments

"The Windsor Group was easy to engage with, and was able to build consensus from our infrastructure and operations teams, while also building the business case for our CF0..."

Insight

This building manufacturer's previous situation is a very common challenge faced by many of today's organizations. Continuing to invest in data center infrastructure and operations reliability, availability, security, and disaster recovery is becoming more difficult to justify as software is moved off premises, SaaS models are adopted, and as the infrastructure as a service model becomes more secure and reliable. If your organization is considering transitioning to an outsourced solution, contact Windsor Group to evaluate available alternatives to maintaining and operating your own data center, along with the related operations support services.

About The Windsor Group

The Windsor Group's IT infrastructure solutions help clients reduce risk, improve operations, and gain competitive advantage. In the process, clients benefit from increased service levels, greater flexibility, improved disaster recovery capabilities and access to outstanding technical expertise. Our infrastructure services model allows companies to convert the typically high fixed cost of IT infrastructure expense into a variable cost based on actual usage. Windsor Group creates solutions for our clients that offer best-in-class service and price.

We'd Like to Hear More About Your Business and IT Challenges, so that We Can Find a Solution that Exceeds your Expectations

Talk to Us