

Smart Home - Smart Support



Introduction

This case study focuses on a leading enterprise manufacturer of home solutions and services that's been in business for over 100 years, has multiple locations, and services over 5 million customers. The solutions they offer allow homeowners to connect utilities to their connected, or "smart" homes, controlling preference and comfort needs.

Challenge

The manufacturer's equipment at many of the data center locations was approaching End-of-Life (EOL) but were still considered highly functioning. The manufacturer was faced with either purchasing new expensive hardware or paying multiple annual maintenance support costs for the separate data centers. The client needed expert advice on:

- The most cost-effective approach
- The best solution for regular service for the equipment at the data centers with minimal downtime to maintain customer satisfaction and dependability of the service

Our Approach

Sourcepass GOV ensures continuous service availability through a comprehensive approach that includes robust infrastructure, proactive monitoring, and dedicated support teams. Our 24x7x365 service model is built on a foundation of advanced IT solutions and a Network Operations Center (NOC) that operates around the clock to ensure uptime.

Sourcepass GOV understood the unique needs of the client and was ready to leverage advanced technologies and apply industry best practices to design tailored solutions that streamline operations and enhance performance.

Solution

SourcepassGOV's solution to the challenges was to combine multiple data center contracts into an affordable multi-year solution with services that would reduce maintenance expenses and minimize downtime. These services resulted in:

- ✓ A reduced annual maintenance budget.
- ✓ An extension of support for End-of-Life (EOL) hardware equipment, bypassing the need for an expensive hardware purchase.
- ✓ The timely remediation of real-time outages with the help of the Network Operation Center (NOC) 24x7x365 service to meet the client's uptime needs.

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Sourcepass GOV provided us with a comprehensive Managed Infrastructure Solution to meet our critical uptime needs while reducing our annual maintenance by 15% - 20%.”

- *Technical Director at Leading Manufacturer*

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Conclusion

The client's IT team is now able to focus on day-to-day operations while Sourcepass GOV covers the maintenance support.

With the assistance of the NOC team, the client can now uncover an outage in real-time and resolve the issue within specified SLA timelines.



Sourcepass GOV provides the technical expertise, strategic guidance, and impactful technology solutions to provide a modern, secure, cloud-enabled approach. Start your journey today by visiting us at www.sourcepassgov.com.