



ENTERPRISE IT SUPPORT SERVICES

Case Study

World-Leading Insurance Firm Partners With Scale Service, Saves More Than \$1M

The Customer

As one of the largest mutual life insurance companies in the world, this US-based Fortune 500 company has more than 9,000 employees as well as a network of over 3,000 financial representatives across more than 70 agencies nationwide.

The Challenge

The customer was considering a refresh of multiple VMAX, VNX, and Centera systems and migrating over to NetApp. The systems in question were located in data centers in Washington, DC and Pennsylvania—and the EMC maintenance contract was set to expire in one week. EMC's price to extend support for six months during a data migration to NetApp was \$2M, and there were no guarantees of further extensions of support.

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The Solution

NetApp contacted Scale Service in its search for another option to maintain the EMC systems. Multiple calls took place as NetApp fully vetted Scale Service's expertise and compatibility with the customer's infrastructure. Finally, a conference call was arranged to include Scale Service engineers, the customer's engineers and upper management.

From that call, action items included providing preliminary pricing to support all but two mainframe systems for six months (\$330K), perform a health/configuration check of all systems, and set up a reference call with one of the largest retail banks in the United States. The EMC contract expired during this time, and the customer had no choice but to arrange an emergency extension with EMC for three months. Scale Service then stepped in and contracted to pick up support for the following six months. The Scale Service contract included options for further monthly extensions of each separate system.

The end result for the customer was a savings of well over \$1M. Scale Service offered complete flexibility in the event any of the systems required further support beyond six months.

The Components

- ✓ Bridge warranty support
- ✓ System health check
- ✓ Customized short-term pro services

The Value

- ✓ Time for POC
- ✓ Reduce OPEX
- ✓ Access to Level 1-4 engineers
- ✓ Extended term-length options

