

ManageWise for a Large Regional Power Company

ManageWise Enables Power Utility's IT Team to Focus on Business Strategy and Save \$300k

THE CHALLENGE

When a large, regional power utility company approached cStor, their challenges could be summed up as a lack of time and people. They were finding it difficult to keep up with the extra cycles required to patch and upgrade servers, as well as maintain their VMware, Cisco and NetApp environments.

They were concerned that falling behind on patches, regular maintenance and OS upgrades would put them at an increased risk for a breach and loss of information. Additionally, the client was struggling with the workload required to support their other strategic projects, even without the extra cycles for maintenance factored in. This was keeping them from supporting key business objectives by delivering back to the business in a timely manner.

Client Overview

- A large, regional power company
- 1,510 plus employees
- Serves 400,000 plus customers
- Generates electricity through coal, natural gas, wind and solar generation resources
- Ranked second in the nation for per-capita additions to its energy storage resources

cStor engineers are continuously assessing the client's needs and reporting those results to the client to adjust their IT priorities.

THE SOLUTION

cStor offered the client a ManageWise service contract which allowed the client's IT team to focus their resources on delivering the company's key business objectives. cStor had worked with the client for nearly 10 years, providing solutions for projects including security-related concerns, setting up automation and building out new environments. ManageWise introduced another way to help the client.

The ManageWise engagement provides pre-scheduled days during which cStor engineers work on-site or remotely assisting the client's IT team with many routine tasks as well as a bucket of ad-hoc hours to use throughout the year.

Their ongoing ManageWise service primarily includes preventative maintenance, firmware updates, trouble remediation, and hardware and software upgrades. cStor engineers are continuously assessing the client's needs and reporting those results back to them in order to help the company adjust their IT priorities.

The cStor team overseeing the client account includes a dedicated account manager, professional services manager, project manager and engineers. cStor is able to dedicate one engineer to the client's VMware environment, another to its Cisco environment and a third engineer to the client's NetApp environment. This provides the company with expertise in each core area that they would not be able to otherwise add dedicated resources toward.

ManageWise saves the power company the cost of hiring three separate highly skilled engineers – a savings of more than \$300,000 in a one year period.

THE RESULTS

With cStor's on-demand engineers filling the gaps, the client's engineers are able to use freed up time during the week to work on more strategic and time-sensitive projects for the business. As a result, they were able to hit more of their KPIs and achieve additional business outcomes.

For example, after contracting with cStor, the IT team was able to turn their attention to the implementation of their new energy management system. With cStor taking a lot of the routine maintenance off their plate, the client's IT team was able to drive that strategic project forward successfully.

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With the help of cStor engineers, the client is able to run a large environment with a fairly lean operation. ManageWise saves the client the cost of hiring three separate highly skilled engineers, which led to a savings of more than \$300,000 in one year. Since cStor engineers have a thorough understanding of the client's environment, they are able to help keep things running smoothly with health checks and regular reviews, keeping an eye on array capacity optimization and alerting the client's IT team to any issues on the horizon. In addition to relying on cStor to take care of routine maintenance, the client also leverages cStor engineers to consult as they plan out new projects. The result is a fine-tuned IT operation that maximizes their internal resources to focus their time and talent on core objectives for the organization.

ABOUT MANAGEWISE

ManageWise is part of a new breed of IT service, born out of the same economic necessity and technological capacity as on-demand consumer services. It helps relieve tension between IT and the business by striking a healthy balance of stability and agility, providing the resources to keep existing infrastructure strong while enabling business growth.

Let's Get Started

Learn more about how cStor can work with your team to capitalize on today's leading technologies and maximize your IT investments. Contact cStor to schedule an appointment today.

About cStor

cStor helps companies strategize, create and implement data center, digital transformation and cybersecurity solutions that help clients leverage IT to enable business transformation, reduce costs, minimize risk and gain competitive advantage.



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