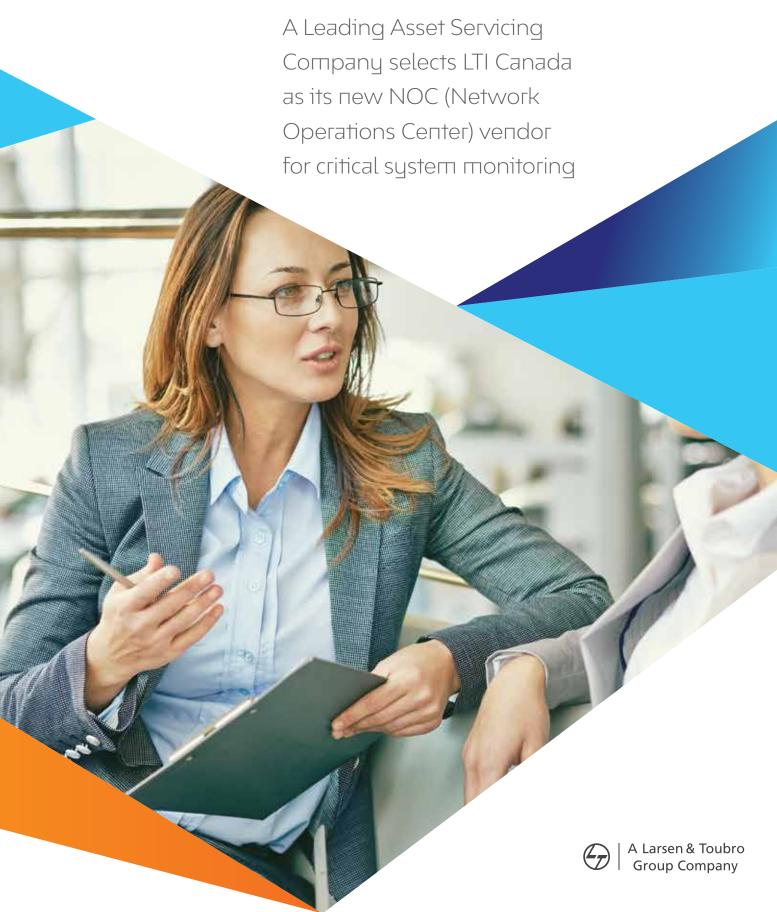


Case Study



Client

The client, based in Canada, is focused on the investment servicing needs of domestic and international institutional investors with assets under management (AUM) to the tune of CAD 1 trillion.

Challenge

- The client was seeking a vendor to monitor the health of its Uninterruptable Power Supply (UPS) systems across three of its domestic locations, and flag critical alerts.
- The client was also looking to minimize power outage risks by having its outsourcing partner coordinate all repairs and other problem resolution tasks, with various UPS vendors and onsite building management.

Solution

Key features of the initial services implementation included:

- NOC vendor for critical system monitoring on a 24/7 basis
 - High Availability (Active/Passive) monitoring solution
- Institutionalizing reporting of system health parameters, and facilitating proactive alarm management
- Coordinating repairs and problem resolution with client's UPS vendors
- Site visits for break fix-related activities

Business Benefits Delivered

- Operational continuity
- Reduced business disruption
- Data loss prevention
- Cost savings

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