



High-Availability IT Operations for Nordic Customers

Industry: Software & Hi-Tech Location: Nordics Employees: 24 000



Client Background

Tietoevry, a global IT service provider, was struggling against high operational costs in IT Operations while needing to access a wider set of technical competencies. Infopulse helped our client reach business objectives, increase system security, and grow the maturity of the IT infrastructure.

Business Challenge






The primary client’s objectives for finding an outsourcing partner was labor cost arbitrage. Tietoevry was struggling with high operational costs, specifically in the area of IT Operations. Secondly, it was accessibility to a wider set of technical competencies and a labor sourcing diversification strategy.

There were also a number of side effects realized at a later stage of the case development such as enforcing the IT operation security policy and better operational documentation.

Solution

Infopulse has created a team of IT specialists in the number of technological areas: Windows, Linux, Network, and Application Operations. At later stages, other deliveries were added to the portfolio, such as AIX, Solaris, DBA, as well as specialists in Citrix, Virtualization and Storage, Software Asset Management, and Microsoft business application line.

Technologies

 Desktop Platform Administration	 AIX	 Cisco	 Application Packaging
 Microsoft Windows Server	 Monitoring	 Oracle	 SAN/Storage
 Software Asset Management	 Solaris	 Sybase	 VMware
 HP-UX	 Juniper	 Linux	 Microsoft SQL
 Red Hat Package Manager	and many others		

Business Value

The project is running using the “Team Extension” business model, although there are a number of “project-based” deliveries. Some of the deliveries were successfully converted into the proper SLA-based service delivery in particular niche areas, such as Software Asset Management, Monitoring, and Capacity.

- The client achieved reduced labor costs and opportunity to use blended engineer rates for new and existing contracts.
- The client was able to declare access to the wider and more saturated pool of the technical competencies available at the Ukrainian market.
- Increased system security, grown maturity of the IT infrastructure (as offshoring called for more intensive use of modern technologies), and significantly improved system technical documentation thanks to the increased technical capacity and the faced need of system transition to the offshore.



Team Size

220 FTE

Duration

since 2007



About Infopulse

Infopulse, part of the leading Nordic digital services company Tietoevry, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,300 professionals and is represented in 7 countries across Europe and the Americas.

Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Credit Agricole, Delta Wilmar, ING Bank, Microsoft, Offshore Norge, OLX Group, OTP Bank, SAP, UkrSibbank BNP Paribas Group, Vodafone, Zeppelin Group, and others.

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