The Business Dependency on Information Technology

Information Technology (IT) is critical to create, protect, and distribute information for all aspects of a business. Applications turn data into information that drives the business functions and provides value to its customers.

Today's IT environments are made up of a disparate array of technologies delivered from multiple manufacturers and technology integrators. Both infrastructure and applications can reside locally on premises or be accessed as a service from the cloud. These environments need to work together to deliver business value as a whole and reliable, secure data flow between systems is critical, but separate components, separate services, and separate clouds are often individually managed. These loosely linked systems create a weak chain that isn't strong enough to deliver the level of service the business users need.
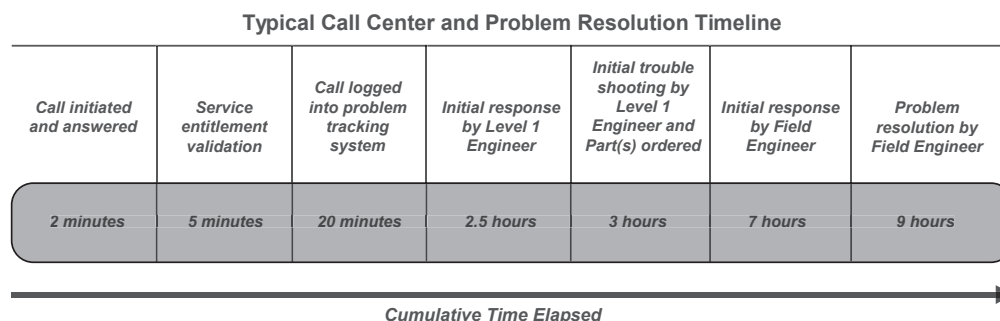
An outage of one system may impact the performance of another system, or possibly cause an outage of the entire service. Today's digital transformation of business means the entire organization is fundamentally dependent on IT services, and downtime means lost productivity and lost business. Successfully managing the heterogeneous IT environments is key to business success.

The IT Challenge

For IT teams, keeping up with the demands of the business and the demands of new technology are an ongoing challenge. DevOps and agile methods means the applications they support change on a daily basis. The dynamic scalability and self-service capability of the cloud mean the team may not even be aware of all changes to the infrastructure. Tight budgets mean trying to provide more support for more systems in a more complex environment with fewer resources.

The multiple technologies used in data centers mean getting support from many manufacturers and service providers, turning an IT support employee into a general contractor, coordinating and managing the delivery of support from the various vendors. This is laborious, costly, and often frustrating. To make matters more complicated, most manufacturers have very regimented call center procedures with entitlement steps, call backs, and formal escalation processes.

The following illustrates the timeline of a typical call to a manufacturer's Call Center:

Typical Call Center and Problem Resolution Timeline

Call initiated and answered	Service entitlement validation	Call logged into problem tracking system	Initial response by Level 1 Engineer	Initial trouble shooting by Level 1 Engineer and Part(s) ordered	Initial response by Field Engineer	Problem resolution by Field Engineer
2 minutes	5 minutes	20 minutes	2.5 hours	3 hours	7 hours	9 hours

Cumulative Time Elapsed

This series of handoffs results in non-productive use of critical IT resources and, often, unacceptable time to resolution. Gaps in communication tend to heighten an already frustrating situation.
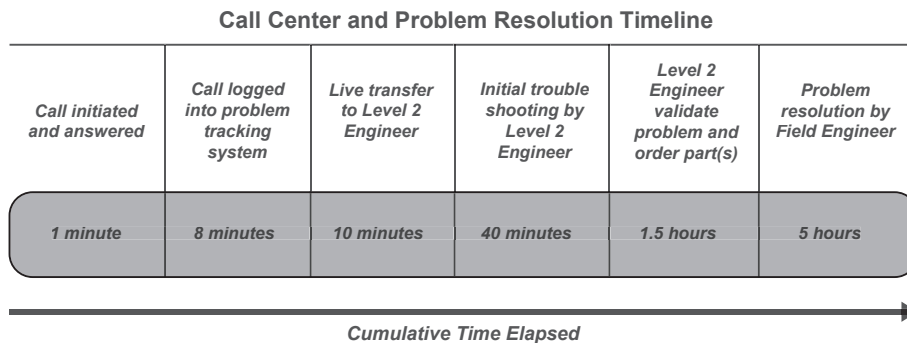
All along, during this lengthy resolution process, systems may be down, data access may not be available, users may be idle, and IT personnel will be diverted from more productive tasks. This challenge is magnified you need to work with multiple vendors' call centers to resolve the issue.

VAST understands the challenges of supporting IT operations. We provide a single focal point for monitoring and supporting all technologies employed in the data center, with service covering platforms, operating systems, management software, storage, networking and security products. Our service is tailored for each customer,eliminating "red tape" and delays, while streamlining and reducing the time to solve your problem. VAST streamlines the administrative call process, and by managing and tracking the on-site delivery, resolves your problems faster. Our support service provides peace of mind and minimizes the time you spend on these issues.

The VAST Call Center eliminates time wasting steps with a willingness to serve first and ask questions later. We gain a keen understanding of your IT infrastructure, and through our efficient peer-to-peer escalation process, allow your personnel to spend less time solving problems and more time to focus on your business priorities.

Through the support services offered by the VAST Call Center, the problem resolution timeline is significantly shortened:

Call Center and Problem Resolution Timeline

Call initiated and answered	Call logged into problem tracking system	Live transfer to Level 2 Engineer	Initial trouble shooting by Level 2 Engineer	Level 2 Engineer validate problem and order part(s)	Problem resolution by Field Engineer
1 minute	8 minutes	10 minutes	40 minutes	1.5 hours	5 hours

Cumulative Time Elapsed

Key to our service is VAST taking complete ownership of problems and their resolution, with no finger pointing.

VAST's tailored support programs include:

- A single, domestic call center delivering immediate attention to all calls 24x7x365
- Coordinated support for the complete IT infrastructure (hardware and software)
- On-site response by manufacturers' engineers, and VAST engineers, if required
- Coordinated call tracking and escalation
- Cloud design, implementation, monitoring, and managed services
- Backup cost containment
- Software updates, quarterly patch assistance, and major release upgrades

- Customized coverage and bi-annual health checks
- Dedicated Support Account Leader and live transfer to second level engineers
- Simplification and coordination of contract management, including sub-contracts
- Asset Management and coverage alignment
- Routine environmental reviews to assure success
- Proactive services of monitoring and management, with reporting including trending
- Personnel services of training, flexible staffing, and off-hour call packs
- Periodic account reviews to assure satisfaction