

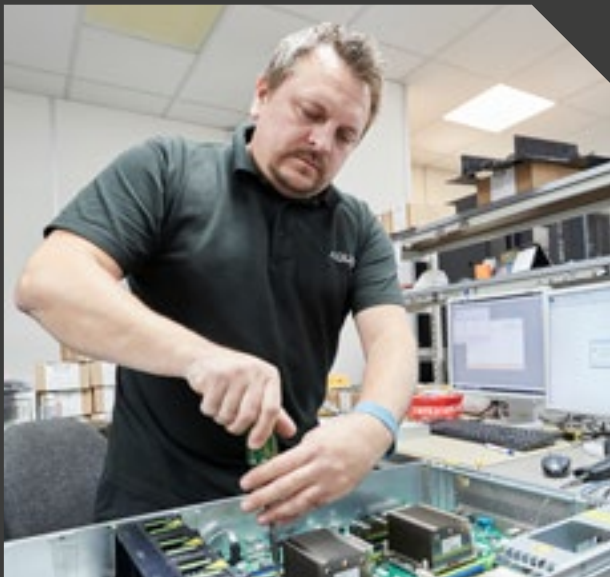
# AGILITAS SUCCESS STORY

Enhanced Flexibility for Multi-Vendor Product Lifecycle Management, achieving cost savings of 30%

*Agilitas have partnered with a managed network, cloud and security transformation specialist to deliver hardware maintenance services for a well-known global beverage company.*

Providing tailored technology services to enterprise businesses in over 90 countries worldwide, our customer contacted Agilitas to provide flexible hardware maintenance support for their end user, a reputable global beverage company.

With the current maintenance services backed off to Cisco Smart Net support, our customer required greater flexibility to support both current and end of life equipment across multiple vendors.



Agilitas have been supporting the channel for over 30 years and in that time have built an extensive global network of stocking locations and engineering capability. When it comes to hardware, there isn't much we can't do, so our customers really benefit from us supporting their entire estate through every stage of the journey.



## HIGHLIGHTS:



Hardware maintenance service



Part-to-site in 4hr



Multi-vendor end-user technology



Global solution across multiple sites

## WHY AGILITAS?



Flexible transition of estate



Consolidate to a single partner



UK-based professional customer support



Additional pre-staging configuration available

## AGILITAS' BREAK-FIX LEVELS UP OFFERING

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With just under 15,000 items and sites across the UK and Europe, our customer was attracted to the flexibility of Agilitas' hardware maintenance services. Whilst the kit was predominantly Cisco, the estate included other vendors such as HP and IBM so Agilitas' knowledge and expertise across multi-vendor technology was a significant advantage.

Guaranteeing to get the right part, to the right place at the right time, Agilitas' 'as-a-service' Inventory Assure solution, enabled our customer to consolidate their hardware maintenance to a single partner. This significantly reduced the administration and cost associated with managing multiple OEM support contracts and also extended the capability to support end of life technology, which wasn't possible through OEM warranty.

With a 3-year contract in place, Agilitas' customer was able to flexibly transition their estate, with the ability to add and remove items easily as required. This ensured that the best value could be achieved throughout the length of the contract, achieving savings of approximately 30% in comparison to managing through separate OEM support.

## ADDING VALUE

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As well as providing a reliable hardware maintenance service, Agilitas were also able to add value to the service offering by providing additional pre-staging work such as essential updates and security patches, to ensure the technology was ready out-of-the-box. The Agilitas team were also able to provide skilled engineers to assist with the installation.

## PROACTIVE PARTNERSHIP

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As a leading global brand that regularly sponsors large-scale events, the end-user often experiences peaks in demand in line with their marketing campaigns and seasonal calendar. Agilitas were able to offer a proactive approach to sparing, enabling the customer to hold additional spares on site during peak demand periods. By anticipating demand and flexing outside of contracted SLAs, Agilitas are able to keep the end-user's downtime to a minimum and maximise customer experience.

"For our hardware maintenance services, we are experiencing an increase in strategic partnerships and working more flexibly with our customers to deliver a service that pays attention to the little details that really matter. In this case, it was understanding when the end user was likely to experience higher levels of hardware failure due to an increase in hardware usage. Agilitas believes in offering more than a transactional service for break-fix solutions and as well as a dedicated Account Manager, our customers can access a wealth of knowledge from our wider team to enable more strategic decisions and a better value outcome for all."



**Gavin Jones**  
Channel Account Director - Agilitas