

CLIENT NAME

- Multinational Information Technology Corp

PROJECT NAME

- Managed Services Design

MICROSOFT FOCUS



- Microsoft Infrastructure

PRODUCTS

- Microsoft System Center
- Microsoft Windows Server

NUMBER OF USERS

- 25,000 Employees

OVERVIEW

Our client is an American multinational corporation that provided information technology (IT) services and professional services. On April 3, 2017, it merged with the Enterprise Services line of business of a leading computer hardware company to create a new technology corporation.

PROBLEM

The Client was faced with modernizing their Modern Workspace and Infrastructure Monitoring stack that is part of their commercial Managed Services Offering. The Client needed to ensure resiliency across the stack as delivered to their End Customers and needed assistance with an overall Architecture Model.

SOLUTION

FyrSoft and the Client spent ample time understanding their delivery model, current architecture, and business goals to ensure the End User uptime for all services is in the 5 9s Category.

The End User Service Level Agreements would drive the overall architecture and design of the platform to ensure that all components and technology was highly redundant, provided a cookie-cutter technology template that could easily be scaled to address all current and future customers properly.

The project was extremely complex and required careful planning and design to ensure all requirements were addressed. A comprehensive platform design was provided that became the basis for all End User services monitoring across the organization globally.

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