

Green Light Case Study

Operational Support Services

Our client utilised Green Light's exceptional skills in data centre management to streamline operating procedures and reduce costs.

CHALLENGE In the modern cost-conscious world of data centre management, our client was struggling to keep operational costs down. Challenges included:

- Meeting SLA objectives
- Government agencies
- Staff costs such as wage uplifts and training
- Rostering to enable 24x7 service at multiple data centres
- Globalisation meant they needed to provide 24x7x365 support to cover all time zones

All of their data centres were operating as islands. They were all unique, operated in different time zones and for specific windows of service but our client wanted to have consistency across the standard elements.

SOLUTION Green Light took on this project under our Operational Support Service line which enables us to deliver outsourced BAU functions in a managed service engagement model. Green Light understood that this environment (and every other environment we work in) was unique which is why we didn't provide a set of pre-defined offerings. Our data centre staff have a wealth of experience and aren't just a "Server engineer" or a night-shift resource. Green Light staff are highly skilled and are cross-trained in all aspects of working in and running data centres. Our workforce is agile and has experience working at large 24x7 data centres in the State capital cities.

Once we understood our client's requirements (and those of their end customers) we could provide a competitive fixed monthly charge. This was especially useful in quick response SLAs, 24x7 coverage and mixed coverage scenarios. Even with fixed recurring fees there was still scope to make changes and cater for the unknowns.

Our service grew to a full 24/7 service, managing all tapes as well as putting an organisational structure in place. We then expanded into two other data centres across the country. Some of these only needed 8/4 coverage and we adapted to meet that need.

Green Light employed a hierarchical methodology when managing the data centres. For large data centres we had a local lead who was also responsible for the smaller and unmanned data centres. This local lead then reported into a country lead. This allowed each data centre to keep its individuality but to also have consistency and standards across service manuals for each data centre, a policy of continuous value, and sharing of lessons learnt. All of this, plus all the regular reporting and Service management meetings, were all the domain of the Green Light Service Delivery Manager.

OUTCOME Green Light helped our client to overcome difficulties managing their data centres with a highly skilled workforce which delivered service continuity. Green Light also made substantial savings within the terms of the contract.

To deliver these outcomes, Green Light focused on:

- Improving financial bottom-lines
- Creating competitive advantage by enabling the organisation to operate efficiently in increasingly competitive markets
- Outsourcing BAU functions, allowing key resources the flexibility to focus on strategic objectives
- Reducing operational risk and ensuring consistent delivery
- Enabling the business to scale according to demand