

CASE STUDY

A Managed Services and consulting company focused on providing optimisation and transformation services leveraging private, hybrid and public cloud models

BENCH DELIVERED



CHALLENGE

Following a dramatic shift in the market our customer made the decision to transition their business model from a Pure play Professional Services organisation to one predominantly focused on managed services and providing IaaS. All technical resources had been shifted from the PS team to focus on developing the managed services function. There was an immediate need for SME resources with a consultative approach in niche technologies focused around VMware, vRealize Automation, vRealize Orchestration and vRealize Operations Manager to fulfil specific client demands. Due to the immediate focus being centred on developing the managed services arm of the business, there were existing opportunities / relationships within the PS team that the organisation was not capitalising on. The lack of availability of resources on the PS front reduced revenue as the managed services side of the business was still in its infancy and was not mature enough to generate significant volumes of activity.



SOLUTION

SATIGO extended our BENCH solution to the customer as an outsourced partner to satisfy the lack of Professional services consultants within the VMware space.

This involved providing a real time hosted platform with availability of our vetted associates. BENCH platform entailed the following:

- Resource available
- Technical background
- Previous projects deployed
- Expert Profiles
- Customer rating per associate
- Cost of Associate



RESULT

Within 72 hours of our services being outsourced, SATIGO deployed a consulting architect and senior consultant onsite to assist the end user with Automating their environment, allowing the business to capitalise on existing PS revenue whilst focusing on developing the managed services arm of their business.



Over the last four years, partnering with SATIGO has been a very positive and successful experience for Union Solutions, and to date SATIGO has a proven track record of the timely and successful completion of projects. The initial relationship started with an ad-hoc request where we urgently needed skilled resource and SATIGO managed to deliver and surpass expectations; today we partner with SATIGO, outsourcing our entire VMware Professional Services Capability on an exclusive basis.

In particular, I would like to highlight SATIGO's capability to support our strategic partnerships, where the nature of the projects can be ad-hoc, niche and challenging.

SERVICES DIRECTOR & PARTNER - UNION SOLUTIONS

