

CASE STUDY - TELECOM & NETWORKING

Business Challenge

Integrated Management Services (IMS) was contracted by a prestigious northeast-based Law Firm to strengthen and enhance the firm's vast and vital data-network infrastructure and disaster recovery environment. The firm was having issues with multiple network outages and having a 100% of their IT and system applications consolidated in one location made them vulnerable to disasters.

Baseline Assessment

IMS began with a 360° analysis of the Firm's inventory of users, applications, hardware, services, locations, vendors, contracts, invoices and network architecture. Each facet of the analysis was reviewed to assess resiliency, redundancy, recovery, performance, operations and expense.

The Baseline Process revealed that the Firm's legacy network infrastructure was a disparate array of varying technologies, services and vendors—creating considerable complexity, cost and performance deficiencies. Network outages had become more frequent and the Firm's technical staff was increasingly required to diagnose the troubles and call service providers for resolution. The infrastructure was thus consistently failing to meet availability, performance and management standards, resulting in rapidly deteriorating service levels for the Firm's business users.

Benchmark Development

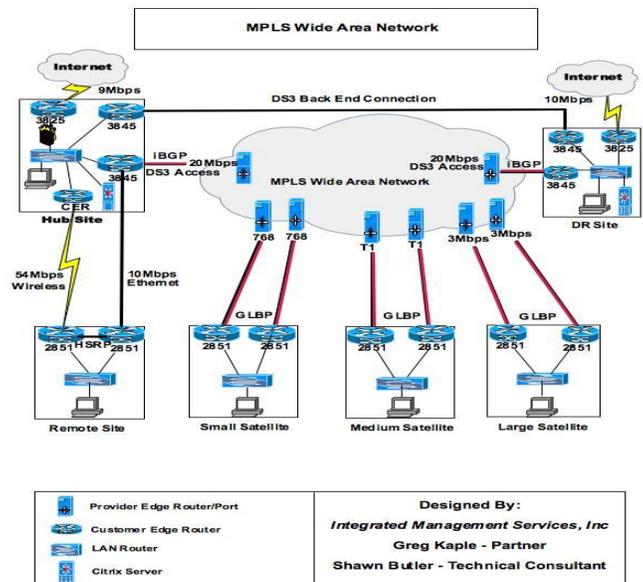
IMS assisted the Firm in developing strategic and tactical business drivers, which determined the need for a highly reliable, fault tolerant service, and centralized management to support a distributed user base as well as sensitive Citrix applications.

IMS Benchmark tool covered a range of business metrics that included: User Availability & Performance; Infrastructure Flexibility and Scalability; Vendor Innovation and Responsiveness; and Management Simplification and Cost Efficiency, against industry and competitive environments to measure comparative performance and gaps. The Benchmark helped develop clear objectives for deploying redundant and resilient connections in remote locations to prevent single points of failure; an integrated disaster recovery facility to protect against catastrophic failure; enhanced network protocol architecture to ensure superior levels of performance; and a consolidated service delivery system to ensure responsive management.

Process Management

IMS assembled and distributed a Request for Proposal to ten qualified infrastructure vendors capable of providing data-network, management and disaster recovery services. To determine the most appropriate solution for the Firm's business requirements, **IMS** coordinated and normalized vendor responses for comparison across key performance indicators.

IMS steered the final negotiation process to engage key executive positioning, client references, pilot tests and financial terms. Before the Firm's executive committee approved the selected solution and budget, **IMS** conducted iterative negotiations to finalize a detail solution scenario, testing procedures, project management resources, custom Service Level Agreements (SLA's), and aggressive financial incentives and terms.



Results

IMS enhanced solution assured a high performance data-network and disaster recovery service, which is redundant and resilient, scalable with future growth, maximum financial flexibility, minimal capital outlay and a minimal expense increase.