

Alphaserve Technologies Meets Client Demand for Cost-effective High Quality Services with Centralized IT Management



CLIENT PROFILE

Industry: IT
Organization: Alphaserve Technologies
Employees: 200-plus

BUSINESS

Alphaserve Technologies provides advisory, integration and managed services from offices in the US, Portugal and India. It aims to become a market leader in providing enterprise IT solutions in the midmarket space.

CHALLENGE

To achieve its plans for growth, the company needs to meet client demands for efficient, high quality services and rapid fault resolution. Hampered by rudimentary IT monitoring tools, it needed to centralize and simplify IT management.

SOLUTION

Alphaserve Technologies has created an integrated platform for IT monitoring and management based on CA Technologies solutions. The solutions monitor approximately 20,000 devices and provide comprehensive reporting.

BENEFIT

With its centralized IT management platform, Alphaserve Technologies can deliver to higher SLAs, meet clients' demands and increase employee efficiency, which will help it achieve its goals for growth.

Business

Advise, integrate, manage

Alphaserve Technologies is a global IT services company with more than 200 employees and offices in the US, Europe and India.

The firm has three core lines of business: advisory, integration and managed services. From these business areas the company offers workflow consulting, the integration of datacenter, cloud, security and network technologies, and the management of large complex infrastructures.

Specializing in the financial services, legal, media and healthcare sectors, Alphaserve Technologies aims to become a market leader in providing enterprise IT solutions in the midmarket space. Alphaserve Technologies plans to double the size of its business in the next three to five years.

Challenge

Staying ahead of the curve

To achieve its goals for growth, Alphaserve Technologies needs to stay ahead of the curve.

“Our clients are demanding more,” affirms Cameron Floyd, Managing Director, Business Development at Alphaserve Technologies. “They need their IT infrastructures to be highly available, with any faults resolved as quickly as possible, so they can carry on and run their businesses with confidence.”

Responsible for managing IT infrastructure for 200-plus customers in 300 cities across 38 countries, Alphaserve Technologies needs to deliver efficient services, or its bottom line is quickly impacted.

Arup Das, CEO adds, “In five years we hope to have 500-plus customers and to continue delivering high quality services.”

The traditional IT monitoring model was no longer adequate for the company to keep up with clients’ demands and its need for efficiency. “We want to provide services based on data and facts, not guesswork and hunches,” adds Mr. Floyd.

With disparate tools, rudimentary and reactive monitoring and siloed teams, resolving issues often required large teams of engineers. “We had no event correlation, no predictability and were often flooded with alerts,” explains Mr. Floyd. “We needed to streamline, which meant replacing our tools with a centralized solution.”

“We want to provide services based on data and facts, not guesswork and hunches.”

Cameron Floyd

Managing Director, Business Development, Alphaserve Technologies

Solution

Centralized, integrated IT infrastructure management

20,000 devices
monitored with
CA Technologies
solutions

Alphaserve Technologies has been using CA Technologies solutions to monitor and manage its customers' IT infrastructures since 2007.

Its centralized and integrated management platform comprises:

- CA Spectrum and CA eHealth for real-time and historical reporting and on server and network performance and root cause analysis capabilities
- CA Unified Infrastructure Management for monitoring traditional and cloud-based systems
- CA Application Delivery Analysis for end-to-end application response time monitoring
- CA Service Operations Insight for a business-level overview of performance and service level agreements (SLAs).

These solutions provide the company with an overview of the entire technology stack, from wireless LANs and routers and switching to servers – all via a single pane of glass.

“The solutions monitor around 20,000 devices in total,” explains Mr. Floyd. “They deduplicate alerts, isolate problems and enable us to predict and prevent failures before they impact our clients.”

Using the CA Technologies platform, Alphaserve Technologies can monitor private and public cloud infrastructures to align with clients' cloud strategies. Sylvain Ardiet, Founding Member and Chief Architect, explains, “We have visibility into virtual machines, even if we don't own the infrastructure. The ability to do this with the same toolset means we don't have to retrain engineers on multiple solutions, which helps us deliver more for less.”

The solutions enable Alphaserve Technologies to provide its clients with the same dashboards and reports that it uses itself. Mr. Floyd comments, “The CA Technologies solutions enable our clients to see what we see, eradicating the ‘blackbox’ outsourcing model that confuses many clients.”

The CA Technologies solutions also provide the basis for Alphaserve Technologies' unique business workflow mapping service, which is core to its advisory services.

Benefit

Higher quality services to meet client demands

Thanks to its centralized IT management platform, Alphaserve Technologies is able to provide its clients with better, more efficient services. “We’ve been able to reduce the mean time to resolution for our clients and can use our employees’ time more strategically,” comments Mr. Ardiet.

As a result, the company is able to:

- Meet clients’ demands
- Deliver to higher SLAs than competitors
- Increase employee efficiency
- Boost staff productivity by 30 percent
- Scale services quickly to take on new customers.

“The CA Technologies solutions have changed the way we interact with clients, having a dramatic effect on their trust in us,” says Mr. Das. “This is vital to our ability to double our business and achieve our goals.”



Connect with CA Technologies at ca.com



CA Technologies helps customers succeed in a future where every business – from apparel to energy – is being rewritten by software. With CA software at the center of their IT strategy, organizations can leverage the technology that changes the way we live – from the data center to the mobile device. Our software and solutions help our customers thrive in the new application economy by delivering the means to deploy monitor and secure their applications and infrastructure. To learn more about our customer success programs, visit ca.com/customer-success. For more information about CA Technologies go to ca.com.