

SEISMIC

SEISMIC CASE STUDY | NEXTSTEP NETWORKING

Global Network Operations Center

Overview:

Seismic Global NOC Service helped NextStep Networking, an IT consulting, implementation and support services company, maintain its focus on profitability.

Company: NextStep Networking

Founded: 2002

Headquarters: Cincinnati

URL: nextstepnetworking.com

Employees: 14

Key Market Verticals: Finance, insurance and local government

Specializations: IT consulting, implementation and support services

Business Challenge: NextStep Networking needed to focus on revenue-generating projects, rather than fixing its NOC provider's errors.

Solution: Seismic Global NOC helped NextStep Networking meet and exceed its expectations by providing knowledgeable and reliable network operating center services.

Results and Customer Benefits: Following the Seismic Global NOC implementation, NextStep Networking moved 24 customers over to the improved service, increased revenue-generating projects and gained customer trust.

Business Challenge

Executives at NextStep Networking found themselves focusing too much of their efforts on fixing maintenance issues, rather than delivering revenue-generating project work. The company's partnership with a network operations center (NOC) services provider was falling short in several critical areas — lacking service-level agreements as well as sufficient communication with decision makers, and adequate monitor-

ing capabilities. After the completion of their first beta with Ingram Micro's Seismic Global NOC service, NextStep Networking was convinced that this solution would allow them to get back on the path to increased revenues.

Erin Arnold, president of NextStep Networking, describes her company's relationship with its first NOC provider. "It was a dismal failure. The provider didn't have any SLAs in place, nor did they allow access for NextStep Networking to communicate directly with their staff," says Erin. "We could only communicate through a ticket. They did not take accountability on their part. Our name was on the line and not the provider's, which was unacceptable to us."

"The biggest issue we encountered with the NOC provider was a complete lack of communication and consideration for our customers' time," says Erin. "For example, we put a ticket in and scheduled time with one of our customers to leave their systems on overnight so we could do some work. We found out a few weeks later that the provider closed the ticket without completing the work because none of the systems were on when they tried to connect to the customer. It turns out that they attempted to do the project two days later than what we scheduled. Not only did nothing get done, but we had to reschedule the job."

Solution

Already familiar with Seismic's offerings, Erin decided to set up a beta test with one of her customers after receiving information on Ingram Micro's Seismic Global NOC service. "I was impressed with how attentive the Seismic Global NOC team was, in terms of getting things done and being available to talk," recalls Erin. "The information they provided far exceeded anything we'd received before."

When the Seismic Global NOC team performed a backup for the beta customer, Erin was pleased with what she saw. "In order to do this sort of backup, the team was required to change the login they were using to get into it," says Erin. "They fixed the problem and successfully changed the login

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back to what it was previously. That really demonstrated their higher knowledge of how things worked. With our previous NOC provider, they would have changed the login names and that would have been the end of it.”

Results and Customer Benefits

NextStep Networking now has 24 customers enlisted in Seismic Global NOC. To Erin, success rests in two areas — taking on more revenue-generating work and maintaining her engineer and technician satisfaction. “Seismic Global NOC frees up my engineers to do more project work. That increases our overall revenues because my engineers are not spending their time doing the maintenance work,” notes Erin.

“I’ve always judged the success of a NOC service provider by the excitement of my service engineers and technicians,” says Erin. “My engineers are happy to be working with Seismic Global NOC because of their proven technical expertise and their clear, responsive communication with us.”

Seismic Global NOC also improves customer trust. “One of the key components of providing managed services is proving to the customer that you’re doing what you say you’re going to do,” says Erin. “Seismic Global NOC’s reporting proves to the client exactly that. It increases their trust factor with us, and more.”

Get Started Today

For more information about Ingram Micro Seismic Managed Services, visit www.ingrammicro.com/seismic, call the Ingram Micro Services team at (800) 705-7057, option 5; or e-mail sallesservices@ingrammicro.com. For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, or e-mail services@ingrammicro.ca.

