

Quickly established IT Best Practices to control and reduce IT operating costs for a nationally recognized advertising agency.

Nationally recognized advertising agency with clients such as American Express, Best Buy, Burger King and Microsoft. Company has locations in the United States, Europe and Canada.

THE CHALLENGE

Agency's rapid growth and highly flexible operating model was straining the IT department's capability to provide the required service levels in a consistent and cost effective manner. Growing day to day IT operational complexities were preventing IT leadership from focusing adequate time on higher value creating activities. Agency also needed to implement a more structured and disciplined IT operating model to maintain regulatory compliance and security.



THE AUXIS APPROACH

Outsourced IT Operations Management (24x7) including

- Service Desk with 24x7 live operator and device monitoring and alerting
- Data Center Management and Operations with three data centers located in the United States and abroad
- Network Operations with over 7 locations throughout the United States, Canada and Europe
- Responsible for the management including uptime and performance of over 500 networked devices
- Over 700TB of data under management

Executed multiple infrastructure technology projects such as Email cloud, services, Server and Applications Virtualization, Storage platform implementation and SOX compliance among others

THE RESULTS

- Adopted IT Service Management practices using ITIL based standards. Established a culture of service level metrics to run IT. Reports were evaluated on monthly basis for each of the IT Service Management processes supported such as incident and change management among others
- Migrated over 1,000 users into a cloud email and achieving cost reductions of over 30% per year
- Achieved target costs and strong service management disciplines while agency grew by double digit percentages

ABOUT AUXIS

Auxis is a management consulting firm that creates value by enabling growth for its customers. We work with top management to develop and implement robust business models that generate superior business performance. Our core belief is that success is measured by the ability to deliver practical, measurable and sustainable financial results.

CONTACT US

7901 SW 6th Court
Suite 130
Ft. Lauderdale, FL 33324
(954) 236-6682

www.Auxis.com