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tieto EVRY

High-Availability IT Operations for Nordic Customers

CLIENT BACKGROUND

TietoEVRY is a leading digital services and software company with headquarters in Finland and a strong Nordic heritage. With 24,000 professionals globally, the company delivers services and solutions to more than 10,000 customers in over 90 countries.

BUSINESS CHALLENGE

The primary client's objectives for finding an outsourcing partner was labor cost arbitrage. TietoEVRY was struggling with high operational costs, specifically in the area of IT Operations. Secondly, it was accessibility to a wider set of technical competencies and a labor sourcing diversification strategy.

There were also a number of side effects realized at a later stage of the case development such as enforcing the IT operation security policy and better operational documentation.

SOLUTION

Infopulse has created a team of IT specialists in the number of technological areas: Windows, Linux, Network, and Application Operations. At later stages, other deliveries were added to the portfolio, such as AIX, Solaris, DBA, as well as specialists in Citrix, Virtualization and Storage, Software Asset Management, and Microsoft business application line.

BUSINESS VALUE

The project is running using the "Team Extension" business model, although there are a number of "project-based" deliveries. Some of the deliveries were successfully converted into the proper SLA-based service delivery in particular niche areas, such as Software Asset Management, Monitoring, and Capacity.

- The client achieved reduced labor costs and opportunity to use blended engineer rates for new and existing contracts.

- The client was able to declare access to the wider and more saturated pool of the technical competencies available at the Ukrainian market.

- Increased system security, grown maturity of the IT infrastructure (as offshoring called for more intensive use of modern technologies), and significantly improved system technical documentation thanks to the increased technical capacity and the faced need of system transition to the offshore.

TECHNOLOGIES

The competences that are the most spread in the TietoEVRY BU: Windows Server and Desktop platform administration, Networking (Cisco and Juniper), *nix system administrations (Linux, Red Hat, Solaris, AIX, HP-UX), DBA (Oracle, MS SQL, Sybase), Monitoring, Application Packaging, VMware, SAN/Storage, Software Asset Management.

ITIL v3 and corresponding ITSM ISO 27000 standard are used as the core operation methodologies, defined and governed at the client's side.

OTHER FACTS

- **Team Size:** 220 FTE
- **Duration:** since 2007

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ABOUT INFOPULSE

Infopulse, part of the leading Nordic digital services company TietoEVRY, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,000 professionals and is represented in 11 countries across Europe and North America. Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Citrix, Credit Agricole, ING Bank, Gorenje, METRO Cash & Carry, Microsoft, Mondelēz, OTP Bank, Raiffeisen Bank Aval, SAP, UkrSibbank BNP Paribas Group, VEON, Vodafone, and others.

For more information, please visit

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