

## case study

### BUSINESS SERVICES

# Flexible outlook helps business service leader find new focus

**Our client is a global leader in the delivery of business insight.** The client's global database exceeded 265 million businesses in 2015, with information including credit history, business-to-business sales and marketing, counterparty risk exposure, supply chain management, lead scoring, and social identity matching. The client has 5,000 employees worldwide.

The business has undergone a period of restructuring in recent years. Today, the focus is making this wealth of business data work harder. Rather than producing monthly reports, the client wants to make its data available 24/7, with customers able to access it on-demand. The client describes this as "indispensable content through modern channels to serve new customer needs".

To achieve this transformation, it was evident that technology would play a central role. Whilst continuing to drive cost savings, the client has now placed an emphasis on flexibility, agility, and the means to get new services to market faster. In particular, it has adopted a cloud-first position, as well as a focus on DevOps.

### UPGRADING TECHNOLOGY, CRAFTING RELEVANT SLAS

**The client has worked with Ensono since 2009, with Ensono originally picking up the account after the client grew dissatisfied with its incumbent service provider's failings regarding its server, network, and mainframe environments.** With technology not being refreshed as agreed, the client was experiencing significant downtime. Subsequently, we migrated the client's environment to our data centers in Conway and Little Rock, Arkansas, and in Leeds in the U.K. Furthermore, we upgraded the technology and refreshed the hardware.

This doubled the size of the client's storage as well as saving it \$2M per month compared to the previous provider. The client also put in place aggressive SLAs, allowing us to demonstrate our ability to meet them.

### Highlights

#### CLIENT

Global leader in the delivery of business insight.

#### CHALLENGE

Improve business agility, with faster time to market for new services.

#### ENSONO SOLUTION

Provision of Ensono M.O. platform to manage public cloud environment, as well as additional services, including desktop, network, security, and storage.

#### RESULTS

Our client:

- ✓ Reduced emergency changes by more than 60%
- ✓ Created a high availability environment due to Ensono's ITIL processes
- ✓ Doubled the client's storage capacity to three petabytes
- ✓ Facilitated the client's move to cloud and a more agile environment

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Ensono's scope of services has since grown to include desktop, network, voice and data, security, storage, and email application support for our client.

### **SUPPORTING THE MOVE TO CLOUD**

**Ensono provided a team of 12 consultants, split evenly between senior level DevOps specialists and AWS solution architects.** With the focus on cloud and a more productive DevOps atmosphere, Ensono has had to demonstrate its service flexibility. Ensono is now managing the client's workloads in its public cloud environment via Ensono's M.O platform. Ensono is also working with the client to execute a multi-cloud DevOps strategy.

Our success has been in structuring a contract that provides both certainty and flexibility.

For example, the client has replaced some of its application and infrastructure teams with project teams based around new services. This is intended to remove a disconnect between teams and make it faster to spin up resources. We helped by creating more self-serve platforms, and where physical assets are needed, moving assets on site. All of which makes it faster to provision to the right resource, and ultimately creates a more agile environment.

Ensono delivers complete hybrid IT services and governance from cloud to mainframe. Let us help you operate for today and optimize for tomorrow.

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