



Overview

The need

Getronics struggled to serve a growing number of customers using an increasingly complex IT infrastructure. The rising service delivery costs prohibited it from rolling out innovative services.

The solution

An integrated solution of IBM Tivoli, IBM System Storage and IBM Integrated Service Management offerings gave Getronics the agility to seize marketplace opportunity and deliver new services profitably.

The benefit

Getronics launched a pay-per-use service model that differentiates it from other hosting providers. And it cut yearly server management costs by 80 percent and sped time to market from weeks to hours.

Getronics reduces time to market from weeks to hours with IBM software

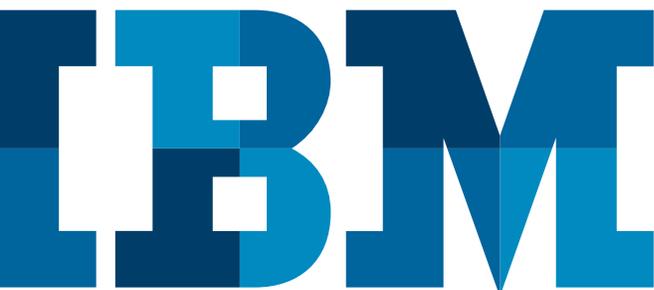
With worldwide revenue of €1.9 billion, Getronics (www.getronics.com) is a leading IT service provider in the Netherlands, delivering workspace management services, connectivity, data centers and consultancy to help organizations and their employees improve performance.

Challenge

Getronics' success is based on its ability to deploy new client services quickly and cost-effectively while maintaining high-quality service. However, as its infrastructure grew and number of clients increased, Getronics' IT staff found it increasingly difficult to build new hosted services for its clients. Each environment was individualized and used a wide variety of domains and infrastructure components. It could take up to four weeks from design through implementation and require several IT support groups to manage service levels. As a result, executives found that the cost of service delivery was exceeding marketplace standards, and the delays were preventing the company from moving to a new pay-per-use service model.

Solution

Getronics' new Utility Hosting service is built on a dynamic infrastructure that employs IBM Integrated Service Management solutions for provisioning and storage management to help staff rapidly switch on and off cloud environments and proactively increase capacity as needed. Now, as customers request new services, Getronics' IT staff uses an internally developed portal to input the technologies and capacity needed, number of



“IBM Tivoli Provisioning Manager helped us reduce time to market for new services from weeks to hours and substantially lower TCO.”

—Harold Nelissen, global practice manager,
Getronics

users to be supported, service-level requirements, and other key information. The portal communicates the information directly to IBM Tivoli® Provisioning Manager software, which then directs IBM Tivoli software and third-party tools to dynamically provision the necessary server, network, operating system and storage resources. For example, Tivoli Provisioning Manager software communicates with IBM Tivoli Storage Productivity Center software and IBM Tivoli Storage Manager software to provision the required storage resources and set up the appropriate backup schedules.

Between 40 and 60 new services are provisioned each week, and about 40 TB of new or changed client data is backed up each night. In total, IBM System Storage® disks maintain about 9 PB of client data. IBM Software Services worked closely with Getronics’ staff to develop the Tivoli Provisioning Manager workflows so the company could support multiple customers simultaneously.

Automating provisioning processes has enabled the company to reduce implementation times from as long as four weeks to just a few hours. As a result, Getronics can cost-effectively expand existing service contracts and rapidly add new clients for increased revenue. What’s more, executives credit the reduced implementation times as essential in enabling the company’s launch of pay-per-use services that advance its competitive position. According to staff, a credible pay-per-use offering depends on an agile environment that can scale up or down in hours—not weeks.

The environment also standardizes technologies to reduce the number of variables support staff must deal with. This has helped improve the quality of service delivered and cut the time required to manage a customer’s environment from 56 hours per server per year to 12 hours per server per year—a substantial savings given the nearly 800 servers, including more than 400 IBM BladeCenter® systems and IBM System x® servers, currently under management via the Utility Hosting offering. By the end of 2009, the company more than tripled the number of servers under management.

Solution components

Software

- IBM Tivoli Provisioning Manager
- IBM Tivoli Storage Manager
- IBM Tivoli Storage Productivity Center
- IBM XIV® Storage System

Hardware

- IBM BladeCenter LS41, LS21, HS21
- IBM System Storage DS8300
- IBM System Storage DS4800
- IBM System Storage SAN Volume Controller
- IBM System x3850 and System x3250 with IBM Director

Services

- IBM Software Services
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Benefits

Getronics achieved dramatic gains that included:

- Enabling the company to launch a new pay-per-use service model that differentiated it from other hosting providers
- Nearly 80 percent reduction in management costs per server per year
- Reducing time to market for new services from as long as four weeks to just a few hours

For more information

To learn more about IBM Tivoli software, contact your IBM sales representative or IBM Business Partner, or visit:

ibm.com/tivoli



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Global Services
Route 100
Somers, NY 10589

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