



Tieto Sweden AB

Doubling revenues every eight months by launching industry-optimized cloud services

Overview

The need

For IT service provider Tieto, understanding customers' industry-specific challenges has long been a key to success. How could the company capitalize on this within its cloud services offerings?

The solution

Tieto developed a range of cloud services tailored by industry, made possible by ultra-flexible, modular virtualized resources that can be provisioned quickly and easily.

The benefit

Tieto has hit on a winning formula for high customer satisfaction, attracting two new clients a week and doubling revenues for its cloud services division every eight months.

One size never fits all – so why should companies settle for generic cloud services that are not customized to suit their business?

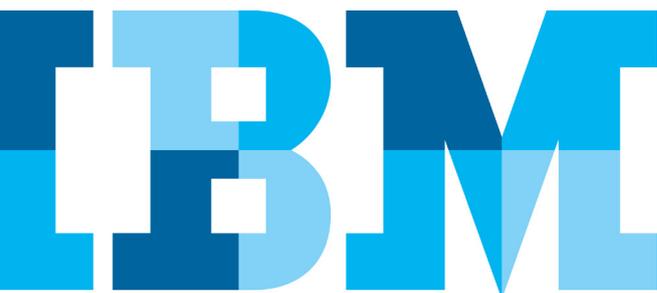
Recognizing that many of its customers' key challenges tallied with others in their field, Tieto identified a possible answer: tailoring its cloud services offering per industry. To do so, the company first needed to build a flexible platform that would enable it to provision resources at speed and scale.

Today, Tieto's cloud services division is flourishing, bringing in two new customers a week and doubling revenues every eight months, all while taking client satisfaction to new levels.

Playing to your strengths

Tieto prides itself on the industry-specific expertise it has built up over time. When the company identified cloud services as a key growth area, it saw an opportunity to capitalize on this strength to enhance its offering to its customers.

Jimi Inge, Head of Cloud Services at Tieto Sweden AB, elaborates: "We thought: why not incorporate our understanding of the typical challenges and goals of customers from major industries into the design of our cloud platform? For example, we know that security is the biggest priority for financial services companies, while retailers need their systems to respond incredibly fast."



It does not pay to keep customers waiting, as Jimi Inge, Head of Cloud Services at Tieto Sweden AB, explains: "With IBM Power Systems and Storage we can now build a new environment within two hours, rather than the multiple days it took in the past. We are getting customers up and running faster than ever before."

Solution components

Hardware

- IBM® Power® S824
- IBM Power 740 Express
- IBM Storwize® V7000 Gen2

Software

- IBM AIX®
- IBM i
- IBM Cloud Manager with OpenStack
- IBM PowerHA®
- IBM PowerVM®
- IBM Systems Director
- IBM System Storage® SAN Volume Controller
- Red Hat Enterprise Linux

Services

- IBM Systems Lab Services
-

To make this goal a reality, Tieto needed to find the right building blocks for the solution – no small task.

“To keep our internal costs low and respond to customers fast, we need to keep things simple,” says Inge. “For that, we needed to find a platform that was as flexible as possible; and one that could meet a wide variety of needs.”

Unlocking exceptional flexibility

Tieto built a high-availability platform to support cloud services, based on an IBM® Power® S824 and IBM Power 740 Express server supported by IBM Storwize® V7000 Gen2 storage. The infrastructure is fully virtualized, helping the company maximize utilization of resources.

“Many companies don’t use more than 20 percent of their server capacity except during peak hours,” comments Inge. “In a multi-tenant environment like ours, where customer peaks happen at different times, Power Systems virtualization allows us to keep server utilization at an average of 80 percent. Using ultra-efficient IBM technology, we are almost always able to go with the greener option!”

Giving customers more choices

Tieto has successfully developed a number of industry-specific cloud offerings. For example, its clients from the financial services industry can take advantage of Tieto’s portfolio of cloud services, which is compatible with the European Banking Authority Guidelines on Internal Governance and certified for the Payment Card Industry Data Security Standard.

“IBM Power Systems™ was the right choice to support our offering to financial services customers because it has security built into every component and can support intense transaction levels,” says Inge. “Some banking regulations require customers to have their own dedicated rack in a datacenter, while some of our public sector clients are required by law to store data locally – with IBM Power scale-out servers we can easily manage such an environment.”

For customers that require ultra-fast response times, Tieto can rely on IBM solid-state drive storage to deliver. Inge adds: “Approximately 30 percent of our storage environment is made up of solid-state drives. With IBM Easy Tier® automatically optimizing performance we can be confident that time-sensitive customers – such as retailers – don’t experience any delays.”

“Teaming with IBM has helped us build a solution that brings in two new customers a week.”

— Jimi Inge, Head of Cloud Services,
Tieto Sweden AB

Key to success

Tieto’s cloud services business is flourishing – helping existing clients succeed, and bringing in new clients at a rapid rate.

“IBM Power Systems and Storage has helped us build a fully virtualized solution that brings in two new customers a week,” says Inge. “The revenues from our cloud services division are doubling every eight months or so – it is clear that we are doing something right!”

With access to enterprise-class performance at a fraction of the cost of developing such capabilities in-house, Tieto’s customers can focus on taking their own businesses to the next level.

Inge concludes: “We can now tell our customers that cloud services don’t have to be generic, and that by making their precise business requirements our top priority we can offer them an industry-specific solution that comes at a reasonable price. This would not be possible without versatile and easy-to-manage technology, of which IBM solutions are an essential component.”

About Tieto Sweden AB

Tieto Sweden AB provides a full range of IT services to the private and public sectors. The company is based in Stockholm, Sweden, and is part of Finland-based Tieto Corp., which was founded in 1968. Tieto employs more than 14,000 people, operates in more than 20 countries and reports revenues of approximately EUR 1.6 billion.

To learn more about Tieto Sweden AB, visit: tieto.com

For more information

To learn more about IBM Power Systems solutions, contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/power



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IBM Svenska AB
164 92 Stockholm
Sweden

Produced in Sweden
April 2015

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