

LIFE SCIENCES ANALYTIC PLATFORM SUPPORT

CLIENT
STORY

STRONGTOWER
SOLUTIONS



BUSINESS NEED

Our client was looking for a partner that could support their SAS® Analytic Platform running on Linux including integrated data technologies such as Netezza, Oracle, and SAP Hana. In addition, automation and rapid problem resolution was an important goal to decrease overall support costs and improve user satisfaction. In summary, our client needed a high level of analytic platform expertise delivered in a fixed cost managed service with flexibility to contract or grow based on their business and technical needs.

KEY CLIENT CHALLENGES

- Non-dedicated internal resources that can solve problems fast and when they occur
- Lack of expertise across the whole technology stack resulting in slower than desired resolution time
- Less than fulltime resource needs that vary over time but needing to keep full-time staff onboard
- No consistent level of support response and focus on technical improvements to reduce platform problems
- Back-up resources not available to ensure coverage redundancy

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SOLUTION

STS provided a standard high quality support model that was then customized to meet our client's needs:

- Capacity based support model with flexibility to change over time
- Customized Support – job monitoring and automation
- Install of technologies such as SAP Hana
- Expert Resources, Standard Support Tools integrated with client support processes
- 3 Resources trained in supporting client system for full resource back-up support
- Work reporting and transparency

RESULTING VALUE ADDED

- Increased technical support response
- Locked-in support costs with part-time model
- Full platform technical support and expertise