



*Advanced Solutions*

## **CASE STUDY**

*The success story of an  
IT Services Provider's  
Business Transformation  
for the Cloud-first Future*



## INTRODUCTION:

The MarketsandMarkets Global Cloud Managed Services (CMS) Market Forecast to 2022, states that the global CMS market size is projected to grow at an expected CAGR of 14.6%, from USD 27.15 Billion in 2017 to USD 53.78 Billion by 2022. The increased use of cloud computing provides new opportunities for service providers to reinvent their business in the cloud-first future by first migrating their infrastructure to the cloud and then adding CMS to their portfolio of services.

Realizing this need and having been in the cloud business long enough, we have assisted traditional service providers with their transition to becoming CMS providers. We helped them realize the immense potential of cloud as a time-tested technology to reduce costs, accelerate innovation, and increase the speed and range of services - all of this, while helping them remain strategic partners for their customers.

A service provider based in Europe, approached us to transform their **traditional IT services and hosting business** with Microsoft Azure. We empowered the partner to migrate their customers to Azure and upsell recurring revenue generating services like Azure Monitoring and Management. A year later, the partner has **tripled their revenues**, built a robust **pipeline of customers** and is now one of the **fastest growing** companies in Europe!

**Here's the story of how an IT operations transformation and a cloud migration enabled continuous growth while ensuring future-readiness for our partner.**

## TECH DATA'S 3 PRONGED APPROACH TO OUR PARTNER'S BUSINESS TRANSFORMATION

**Tech Data approached the partner's business transformation in 3 ways:**

**Tech Data delivered a cloud operations transformation by going through the following stages:**

### **Assessment:**

Assessed the partner's on-premise infrastructure to discover all their components, dependencies, and the priorities for migration.

### **Planning:**

Created a plan that includes timelines and cost analysis, using insights and dependencies identified during the assessment.

### **Migration:**

Migrated their applications, data and infrastructure to the Microsoft Azure cloud using automation tools, while minimizing downtime.

### **Transformation:**

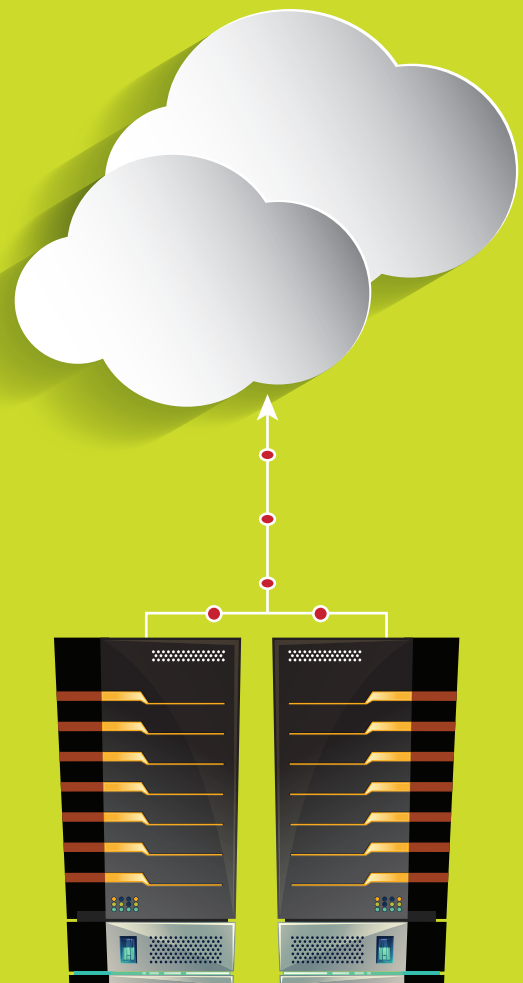
Transformed our partner into a next-gen CMS provider by extending our dedicated cloud experts to augment in-house functions and train resources.

### **Expansion:**

Backed by the Tech Data and Microsoft partnership, the service provider is able to migrate more clients to Microsoft Azure, which in turn is helping them grow their CMS business and market share.

## Datacenter Transformation to Microsoft Azure

When there is a lack of in-house talent and you see the competition adopting cloud, it's clear that moving to the cloud is impending but it is not simple. You require the right balance of resources, tools, and processes and that's where Tech Data's cloud expertise comes in handy.





When the IT organization consists of outdated systems, your resources are trapped in routine monitoring and management activities. This affects your ability to innovate and offer differentiated services to scale the business. Transforming your legacy internal systems and processes is imperative to manage hybrid and dynamic environments effectively.

**Tech Data facilitated an IT operations transformation for the partner and delivered:**

**A 360 degree view:** Complete visibility into the network and health of IT infrastructure across the organization using OpsRamp, a platform that integrates multiple systems, services and tools to provide a holistic view and operational insights.

**Smart automation:** Considerably reduced manual intervention and diverted expert resources to focus on the strategic growth of the business using Tech Data Level 1 and 2 resources for process automation.

**Robust security:** Applied sophisticated security measures and industry-best practices at different levels to prevent unauthorized access to critical IT data.



Data without context is neither actionable nor relevant. The end-user experience gets negatively affected when you lack insights into the events and incidents in your environment. This leads to a missing context between infrastructure issues and incidents.

**Tech Data facilitated a service experience transformation by providing:**

**Complete context:** Provided contextual data and a service-centric view into their client's IT environment, using dynamic service dependency maps.

**Quick resolution:** Our shared services teams reduced operational costs, increased productivity, lowered the MTTR rate and optimized resource utilization.

**Dedicated experts:** Engaged Tech Data's cloud experts to formulate a unique cloud migration strategy for each of their clients by following the scrum methodology to execute and deliver services in an agile manner.

## BUSINESS CRITICAL OUTCOMES ACHIEVED THROUGH CLOUD ADOPTION AND IT MODERNIZATION

As a Microsoft Azure Gold Partner, Tech Data not only offered a comprehensive range of cloud-based solutions, but also ensured an outcome-based, platform-centric, and agile transformation.

## SHORT-TERM GAINS

**By modernizing their IT, enhancing their operations and upgrading them to become a CMS provider, we helped them achieve the following goals:**

- a) Improved quality of service, reduced cost and OpEx, and increased profit margins
- b) Upskilled and supplemented their resources, and helped renew their focus on innovation
- c) Added cloud managed services to their portfolio, and increased customer penetration

The success story we scripted for our partner helped them realize the following outcomes:



Lowered price of services due to streamlined processes and reduced operational costs



Agile and ITIL-based operations by applying automation and the Scrum methodology



Unified visibility across datacenter, Azure and applications using OpsRamp



Scalable, on-demand business offerings using our shared services teams



Increased margins and profits with support from our partner program



Improved client experience by gaining better visibility, reporting and governance



Increase in uptime, availability, speed and efficiency through a successful Azure cloud migration



Increased margins and ROI with support from the Tech Data partner program



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## **About TechData**

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From the smart phone in a user's hand to complex solutions powering a global enterprise, Tech Data connects the world with the power of technology. Our end-to-end portfolio of products, services and solutions, highly specialized skills and expertise in next-generation technologies enable channel partners to bring to market the products and solutions the world needs to connect, grow and advance.

As the world's leading end-to-end technology distributor, we put singular focus on our customers' needs and goals with the objectivity of a true strategic partner. With reach, capabilities and resources that span the technology continuum, we are a vital link in the IT channel, delivering the insights and optimized solutions our channel partners depend on to compete in the market today, tomorrow and into the future.

Tech Data is currently ranked No. 83 on the Fortune 500® and has been named one of Fortune's "World's Most Admired Companies" for nine consecutive years.