Client Case Study

☁ Executive Overview

A common requirement from our larger integrators and cloud clients was to assist in their ability to move clients from A to B then help "tidy" their estate after the move. An activity that shouldn't be underestimated and is all too often overlooked. This large US SI client was looking for an international partner to support their clients moves in Europe. AJC's Logistics capability supplies: people, trucks, warehousing, configuration, build, rollout and disposal services to handle the required tasks quickly and safely. Our international reach coupled with the required set of accreditations made AJC an obvious partner notwithstanding our proven track record.

☁ Business Objectives

- Find a trusted proven partner to extend and secure their service offerings outside of their usual Geographies
- Overcome Logistical challenges of moving and supporting their clients in Europe
- Protect revenue and clients without Geographical limitations
- Provide a scalable platform to support business growth outside of the USA
- Continue to ensure continuity of experience, capability, accreditations, and compliance were met globally

☁ Project Goals

- Be able to support their client needs in all geographies
- Increase revenues outside of their current geographies
- Provide expanded capabilities for logistics, warehousing, processing, config and physical moves and changes
- Create an engineering capability to fix, refresh, build, roll out and support clients IT equipment
- Ensure all expanded services are compliant and mitigate risk.

☁ Our Approach

We needed to impress as the previous partner had multiple failings so were initially engaged to support one of their clients DC move in the UK. Multiple racks, devices and locations were in scope. Workshops were pulled together along with the right team to support such a move. Once the statement of works and commercials were in place the execution was undertaken without issue. We even managed to redress some previous racks that now looked a little out of place. The client was nervous at first but once the work was completed we were asked to complete some further moves and changes and are the "go to" to support all future work. Our second task was to help co-ordinate and build a new DC Environment with 24 racks fully loaded in a closed/cooled wrapping system plus floor reinforcement. Our approach had to be thorough as this was during COVID. Our structural team reviewed the floor stability through video calls to understand its capability. Our install engineers spent time working with the client on the SOW to ensure the build was correct, and shipment was on time ready for the arrival of the teams. The project timeline was 10 days with two teams totalling 6 engineers and one PM. Upon arrival it was clear the floor had issue that were not visible and needed addressing. AJC teams worked long days to catch up and successfully delivered the project ahead of schedule rendering this a complete success. Due to this, AJC have now been awarded the contract to repeat this process in 11 countries during 2022/2023. Our third task was to trouble shoot another suppliers build of a smaller DC environment where there were large number of issues. Using a similar approach AJC deployed an expert to work with the client and our partner across time zones to fix the problems which were thankfully resolved again ahead of schedule. This was high profile as the issue was causing the client some pain and was not their fault. AJC are now appointed as the "go to" trouble shooter and smart hands for all European DC's.

☁ Positive Outcomes

- Improved customer and revenue retention
- De stressed the client and providers with a solid proven offering
- Gained full compliance and accreditations to safely support in the moves and changes in IT
- Considered a safe trusted pair of hands with many large projects now delivered

Contact us

Let's work together and help optimise your people and IT capabilities

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Our Core values

- ☁ **Innovative**
- ☁ **Passionate**
- ☁ **Determined**
- ☁ **Partnership**