

## LEADING VISUAL MEDIA COMPANY

### FINDS 24X7 IT MANAGED SERVICES PARTNER WITHOUT CORRELATING INCREASE IN COSTS Projects: Testing, exclusive projects & end to end managed services

A leading visual media with \$1.5B in annual revenue

## CUSTOMER PROFILE

### INDUSTRY

Ecommerce

### REVENUE

\$446.69 M

### EMPLOYEES

2,000

### HQ

- Seattle, Washington, USA

### APPLICATIONS & TECHNOLOGIES

- Oracle Database
- Microsoft SQL

### SERVICES

- Managed Services - Onsite & Remote
- SQL Database Server Administration
- Oracle Database Server Administration
- Cloud Administration
- Testing Services

## INTRODUCTION

A leading visual media company, with over 200 million assets available through its industry-leading websites serving creative, business and media customers in 200 countries with over 200,000 contributors and hundreds of image partners to provide comprehensive coverage of more than 130,000 news, sport and entertainment events.

They began with a simple testing cycle and then evolved into a long-term managed services partnership with ITC. They were able to find an IT support solution that fits their needs – by taking advantage of ITC's flexible staffing and support models, and counting on a reliable, customer-focused relationship.

## CHALLENGES

- Ensuring smooth transitions over the course of a multi-year project when inevitable turnover occurs
- Swap personnel between projects & support, utilizing consultant knowledge and skills while shortening project lifecycles
- A timely and consistent method for responding to IT tickets across various platforms

## SOLUTION

ITC provided production support services and ongoing project support in both onsite and remote services offerings based upon the type of work that is necessary. The best fit possible through a blended support model including on, off and nearshore placement, in conjunction with assigned staffing – no more wondering who to talk to for IT tickets round the clock. A flexible and scalable solution, with a backbone of proven experience.

## RESULTS

- Automated processes means increased focus by IT & Users on their core business
- Streamlined country roll outs/improvements in operating standards: NA/EMEA/APAC
- Flexible & fluid assignments of ITC personnel
  - On-premise & AWS cloud infrastructure administration
  - AWS enterprise monitoring administration
  - Oracle & SQL server database administration
  - Functional analysis & implementation
  - Development
  - Service delivery & project management
- Optimization of internal & ITC resources for maximum workload utilization through ITC personnel without correlating cost increase.

## ITC ADVANTAGE

- Global Managed Services support rollout for NA/EMEA/APAC with right shoring solutions
- Streamlined & automated Global processes for maximum resource utilization