



Established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

# Boosting Operational Efficiency with End-to-End IT Infrastructure Managed Services

## Executive Summary

The client's internal IT team was operating in silos, followed rigid protocols, and faced workforce constraints. Externally, they had lost monitoring support from their previous IT partner (post-cutover) and were navigating a complex VMware-to-Broadcom licensing transition. Together, these internal and external challenges were significantly affecting their overall operational efficiency.

Techwave was awarded the opportunity to deliver end-to-end infrastructure managed services, covering network, servers, Unified Computing System (UCS) with VMware virtualization, storage, backup, and disaster recovery (DR). Our offshore support model strengthened the client's internal IT team, standardized their IT processes, and re-established robust monitoring practices. Techwave even helped the client's team with licensing requirements and tools selection for infrastructure health monitoring, patching, and DR.

As a result, the client witnessed significant improvements in key performance metrics, including uptime, Mean Time to Acknowledge (MTTA), and Service Level Agreement (SLA) compliance. Techwave continues to support the client by managing its extensive IT infrastructure—consisting of over 700 servers—through our comprehensive data center managed services.

The client is a global technology provider and IT distributor. Its distribution specialty covers solutions covering cybersecurity, networking, data centers, and cloud infrastructure. Through its partnerships with leading technology vendors, the client serves customers in over 70 countries.

## Client Overview

**Vertical:**  
Information Technology (IT)

**Region:**  
North America

**Revenue:**  
\$3 Billion

**Key Challenges:**  
lack of monitoring, siloed internal teams, workforce constraint, rigid patch cycles, VMware-to-Broadcom transition



## Business Challenges

Going through an IT partner change while navigating the complex licensing transition with an overburdened internal team made it challenging for the client to manage its data center IT infrastructure.

- **Lack of Monitoring Support:** The client's previous IT vendor had stopped providing monitoring support (post the contract termination), which made incident investigation and accountability difficult.
- **Misalignment in Maintenance Scheduling:** Rigid patch management processes created scheduling conflicts with business operations, directly impacting system availability and business continuity.
- **Siloed IT Functions:** Internal IT teams operated independently with inconsistent processes and inadequate documentation, hindering cross-functional collaboration and decision-making velocity.
- **Resource Limitation:** Limited workforce capacity created bottlenecks during critical incidents, extending resolution times for high-priority issues.
- **VMware-to-Broadcom Transition:** The VMware-to-Broadcom migration introduced immediate licensing obligations, compressed timelines, and operational risk beyond internal team capacity.

## Techwave's Strategy & Solution

**Comprehensive 24/7 Monitoring and Incident Management Platform:** Integrated vCenter monitoring with ServiceNow (IT Service Management system) and deployed round-the-clock Network Operations Center (NOC) with automated probe-based alerts and structured Service Level Agreements (SLAs).

**Business-Aligned Governance and ITIL Process Standardization:** Implemented Information Technology Infrastructure Library (ITIL) framework with Standard Operating Procedures (SOPs), tiered L1/L2/L3 support structure, and governance-driven patch scheduling aligned with critical business operations.

**Scalable Offshore Shared Services Model with Follow-the-Sun Coverage:** Deployed global support model that rapidly scales to absorb incident surges while maintaining cost efficiency and ensuring sub-one-hour response times for critical outages.

**End-to-End Infrastructure Management with Unified Visibility:** Provided comprehensive management of network, compute (Unified Computing System environments), storage, backup operations, and DR through a single-pane-of-glass platform.

**Strategic VMware-to-Broadcom Transition Management:** Developed customized licensing optimization roadmap and provided unified infrastructure management during the complex migration to minimize costs, reduce operational risk, and maintain business continuity throughout the transition.

**Ticketing Automation and Azure Migration:** Driven by our Managed Services Made Simple philosophy, we are integrating automated ticketing solutions that streamline incident response and facilitating seamless migration of the client's on-premises infrastructure to Microsoft Azure.

**Nalora - Techwave's AI Fabric:** Added an AI accelerator for proactive anomaly detection and event correlation.



## Business Outcomes

### 99.9%+ System Availability

Round-the-clock monitoring and rapid escalation workflows drive industry-leading uptime, virtually eliminating unplanned outages.

### Exceeding SLA Targets for Incident Resolution

Structured L1/L2/L3 support and predefined playbooks enabled us to reliably surpass resolution timelines defined in client SLAs.

### Enhanced Operational Visibility

ServiceNow integration and 24/7 NOC capabilities significantly improved incident response and resolution metrics

### Accelerated Change Implementation

Standardized processes and governance frameworks streamline maintenance cycles and business alignment.

### Reduction in Support Costs

Offshore shared services scaling and optimized resource allocation lower total cost of ownership (TCO) while maintaining service quality.

### Transparent Operations Management

Strategic advisory services and unified management eliminated unexpected costs and maintained migration budget adherence.

### Stronger Organizational Collaboration

Centralized ITIL framework and regular reviews aligned IT, business, and managed services teams.

### 3x Faster Resolution

AI accelerator enabled 3X faster resolution and proactive detection

## About Techwave

Headquartered in Houston, TX, Techwave provides Global Technology and Engineering Services and Solutions to more than 600+ clients across 5 continents. Our expertise in Data & Analytics, Software Engineering, AI/ML, Cloud Engineering Services, and Strategic Sourcing provides the end-to-end digital capabilities that empower our clients to maximize the value realization from their digital investments. Our CMMI Level 5 and ISO 9001:2015 certifications demonstrate our ability to deliver excellence to all our clients.



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