

**Success Story –**

**STS and Global Services Integrator Save Aircraft Industry Millions**

STS was sought out by a “Global Services Integrator” (GSI) on behalf of a “Multi-billion Dollar Aircraft Manufacturer”<sup>1</sup> (customer) to provide mission critical maintenance, disaster recovery and business continuity planning under a single ubiquitous service contract.

**Problem:**

“GSI” is the single source provider of IT Operations for Aircraft Manufacturer. The GSI value proposition is to save money by outsourcing rather than owning and maintaining all systems internally.

An internal risk assessment and disaster preparedness study conducted by the customer’s external auditor showed that they were vulnerable to failure in their Unix midrange systems at three locations nationally.

Further assessment showed that payroll applications running on VMS Systems were rarely meeting mandated uptime requirements of 98%. The proprietary enterprise payroll application used by the customer was continually updated, changed and tested – resulting in less-than-desirable service levels.

Compounding this issue further, the customer lacked adequate fail over capability for this system and was not satisfied with their equipment vendor’s ability to guarantee cold-spares for any critical equipment components.

As their IT Operations manager, GSI goal was to focus tactical maintenance services around these mission critical components and applications ideally improving efficiency and saving money.

**Solution:**

Having worked with STS International on many previous occasions, GSI called.

A further review of the risk assessment and disaster preparedness study by an STS project team highlighted three key areas of cause:

1. A “production environment” system and application (enterprise payroll) were being used as a test bed by unauthorized users.
2. The hardware vendor was unable to provide a “cold spare” flooring solution because they were, after all, a hardware vendor not a DR firm.
3. The mid range Unix systems were approaching obsolescence and beyond standard OEM supplied warranty agreements. Maintenance and third-party maintenance agreements available were extraordinarily expensive and cost prohibitive.

After careful analysis of costs, benefit and feasibility, STS proposed an **Enhanced Services and Warranty Plus Agreement** to the customer that provided the following:

1. Constitute a replicated complete working payroll and application system that could separately serve as a test asset for parts, application changes and non-production software development. If need be, a “hot-spare” in the case of complete failure of the production system. STS would construct, maintain and guarantee fail over continuity as part of *Enhanced Services*.
2. Provide a *Warranty Plus* agreement that would allow STS IT Specialists to proactively maintain all midrange systems without the need to purchase costly after-market maintenance “insurance” programs. In this way, STS could *assure* functionality by accepting maintenance risk on a planned and scheduled basis, mitigating failure opportunity brought forth by the aging platforms.

<sup>1</sup>In light of United State Homeland security and client confidentiality purposes STS will not disclose this customer name, operational details or actual location information.

**Result:**

STS' efforts passed over \$6M of direct savings on to the customer. Uptime for the payroll system increased from 86% to 98.5% and their external auditor upgraded the latest report issue to a satisfactory rating for disaster recovery preparedness and vendor management.

STS provides all services under a single **Enhanced Services and Warranty Plus Agreement** for a fixed fee on a monthly basis.

**About STS International**

Spectrum Technical Solutions International, Inc. is a Professional Services and Information Technology Maintenance Organization that works for Fortune 1000 global companies and large private organizations that wish to cut operating costs, improve efficacy and lower business risks by outsourcing critical IT business processes.

STS is a mid-sized privately held company that has the ability to focus on customers and each project remaining nimble, not weighted down by large top-heavy corporate or partnership overhead structures. Our operational efficiency is a customer's benefit.

We deliver our services using an *integrated and vested* approach toward outsourced management of critical IT business processes. Each customer is supported uniquely, leveraging experience across many industries.

**About Outsourced Services Suite (OSS)™**

STS branded services, **Outsourced Services Suite (OSS)™**, is sold directly to our target customers *or indirectly* through channel relationships such as service aggregators and managed service providers.

STS extends our internal "operational efficiency" to our clients - providing a comparable quality of service with a high degree of customer experience, solution customization and overall satisfaction and without the expense.

**"STS provided us a top to bottom risk assessment of our IT infrastructure and made some recommendations that will save us almost \$100,000 per month in HR expense while increasing our uptime two fold"**

**– CEO of a Public Company**



**Contact STS To Learn More**

Information about any of our services and capabilities may be answered by contacting STS:

STS International Headquarters  
San Francisco Bay Area  
5601 Arnold Rd., Suite 102  
Dublin, CA 94568

European Headquarters & Service Centers:  
London, United Kingdom

North American Service Centers:  
Milpitas, California  
Los Angeles, California

**Email:**

General Information: [info@stsi.net](mailto:info@stsi.net)

IPT Sales: [iptsales@stsi.net](mailto:iptsales@stsi.net)

Sales: [sales@stsi.net](mailto:sales@stsi.net)

Human Resources: [hr@stsi.net](mailto:hr@stsi.net)

Investor Relations : [ir@stsi.net](mailto:ir@stsi.net)

Public Relations : [pr@stsi.net](mailto:pr@stsi.net)

Toll Free 888-422-5787

