

Success Story –

Business Resumption and Disaster Management Center for a Global Telecommunications Company Managed by STS

Through a managed services agreement, STS is providing a major International Telco with a lifecycle range of Data Center support for Business Recovery Planning (BRP) and Business Continuity Planning (BCP).

Problem:

The customer is a global telecom service provider with 22 data centers distributed across the continental United States. None of the current business recovery providers could offer a mid range environment large enough to support their needs. *IBM BCRS*, *Sunguard* and *HP Recovery Services*¹ were among those considered. Even in combination, none were large enough to meet even the client's "Priority 1" or "Priority 2" needs, let alone all Disaster Recovery platform requirements. Nor did they provide the processes and procedures sufficient to ensure successful recovery, or even adequate test time in support thereof. The client opted to build their mid range platforms in-house, but knew the resources and the personnel needed for the daily operations and maintenance of the site would be a burden they did not choose to bear. STS offered the flexibility and aptitude to deliver to their specific needs and was called upon to build and fully manage the new Business Recovery Center.



Solution:

STS was selected to provide planning, acquisition, engineering and systems administration support for one of the largest mid range business recovery/resumption centers in the United States. STS built a customized, managed lifecycle service organization, which to this day provides disaster recovery and business continuity services on a 24x7x7 basis. This group provides technical management and negotiation services for the procurement, installation, maintenance, and operation of high-end midrange Unix systems in support of Enterprise Continuity initiatives. STS manages vendor selection, vendor management of Service Level Agreements, dedicated resources for break/fix management, systems administration, logistics/inventory management, and overall program management. STS efficiently tapped its acquisition channels to supply much of the needed hardware and engineering services at minimal cost.

STS has worked closely with personnel across a number of organizations within the client conglomerate to help them as the recovery center has ramped up. In addition, tangential support services have been provided ranging from the implementation of a support warehouse and asset management software tool design.

¹ *IBM BCRS*, *Sunguard* and *HP Recovery Services* are registered trademarks of each respective company.

Result:

The current Business Recovery Center houses in excess of 400 Mid Range servers (HP, IBM, Compaq, SUN) and provides business continuity services; including data backup and business recovery for critical applications currently in use across 22 data centers throughout the continental United States. Hardware items and engineering services acquired through STS are consistently obtained below market prices while retaining high quality standards necessary for optimal operations.

By streamlining processes and lowering acquisition costs, STS was able to assist the client in utilizing allocated budgets more efficiently and stretch funding to provide expanded support in terms of both people and systems. STS offers the client a better matching of skills to tasks for a lot less money, extending significant value to the client by allowing them to expand both scope and capability while minimizing costs.

STS continues to exceed all of the customer's SLA requirements and receive exemplary reports on all customer satisfaction surveys.

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.

"I have this server farm that is nearly obsolete but my business depends on the data – migrating is not yet an option. STS put together a customized maintenance agreement that the OEM wouldn't even give me."

- Sr. IT Manager State University System

Contact STS to Learn More

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

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