

# Managed Services

## Zones orchestrates complex data center rack deployment for a global telecom enterprise.

For a global telecommunication enterprise with significant market share in the US and the European countries, data center rack deployment involved complex vendor management tasks with disparate technology solutions. The fragmented procurement process and inconsistent implementation could result in operational disruption and divert critical resources away from their core tasks. Integrating these multi-vendor technologies into a single rack solution required an expert team with specialized knowledge to execute. Zones performed a thorough review of the existing process cycle from the receipt of vendor quotes to the proposed time it will take to get the server in full production mode and evaluated the project complexity for contingency. Afterward, Zones designed and implemented an end-to-end solution to streamline the procurement process and optimize the client's rack deployment lifecycle.



Full integration, staging, testing, and deployment.



½ the time to implement than the client's previous efforts.



### CHALLENGE

- The client's data center rack deployment was needlessly complex, with a multi-vendor procurement process.
- Because the client relied on so many vendors for its racks, its infrastructure was made up of several disparate technology solutions.
- The client was facing a one-year-plus rack development cycle, which was unacceptably slow.



### SOLUTION

- Zones deployed a diverse team of data center and supply chain experts to assess the client's current solutions and determine the best next steps.
- Zones worked with the client to design a comprehensive vendor management strategy to streamline their procurement and supply chain solutions, even when dealing with multiple vendors.
- Once the new racks were ready, Zones assisted in delivery to the client's locations, as well as installation and onsite support.



### RESULTS

- The client followed Zones' strategy to seamlessly integrate and implement their multi-vendor technologies into one modern, complete data center solution.
- Thanks to Zones' help in delivery and installation, the new solution was completed and rolled out in six months, not the one year the client was dealing with previously.
- The client now leverages Zones' Managed Services support for continued troubleshooting and resolution.

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## THE CHALLENGE

As one of the largest telecom service providers in the US and European markets, the client wanted to expedite their data center rack deployment cycle. Their server rack supports several critical IT systems catering to a range of requirements at the store location, but due to a chaotic supply chain including a multi-vendor procurement process, the system was needlessly complex. The client had to receive the technologies from multiple vendors, which they then had to integrate into a single rack solution on their own. This process was inefficient every step of the way and had ballooned to a year-long development cycle the client couldn't afford.

## THE SOLUTION

The client had worked with Zones on past projects and considered them an expert and valued partner, so they requested Zones' assistance in streamlining their data center deployment. To better understand the client's needs, Zones deployed a team of data center and supply chain experts to assess the client's challenges and capabilities. Using the knowledge gained from this assessment, Zones proposed a new solution to orchestrate procurement and optimize the data center deployment lifecycle using its own expertise and support tools.

Zones leveraged its global supply chain to simplify the client's procurement issues. The cross-functional teams streamlined and managed the complex multi-vendor procurement process to fast-track onsite delivery and installation. The Zones team accelerated the integration, staging, testing, and deployment of the new solution with technical support.

“ Zones is a long-time partner of ours, so when we needed expert help to simplify our deployment process, I knew they would be the right fit for the job. Zones' team demonstrated exceptional knowledge and expertise through every stage of the deployment and helped our teams to align critical infrastructure without any major disruptions to our operations. ”

*IT Director,  
Global IT & Security*

## THE RESULTS

Zones leveraged its vendor management expertise and industry know-how to execute a streamlined deployment solution seamlessly, from procurement to installation. While the client was experiencing a one-year development cycle previously, by utilizing Zones' solutions that cycle was cut down to six months.

The Zones solution didn't end with the streamlining of the procurement cycle, however. The client still takes full advantage of Zones' Managed Services support for continued troubleshooting and to resolve critical issues during and post-deployment phases.

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