

**Industry**

Semiconductor chip designer

**Client Profile**

This client is a world leader in visual computing technologies. The client serves the entertainment and consumer market, the professional design and visualization market, and the high-performance computing market. The client is headquartered in Santa Clara, Calif. and has offices throughout Asia, Europe, and the Americas.

**Data Center Program Management**

**Success Highlights**

1. Rapidly identified gaps, designed, bid out, contracted for and ultimately oversaw necessary improvements to prepare data centers to go live.
2. Created and implemented a full-time team to manage all data center deployments and application migrations.
3. Challenged network design and used innovative procurement strategies to reduce networking budget from \$8M to \$2M.
4. Provided disaster recovery planning for critical business systems such as SAP and engineering compute farms.
5. Created a disaster recovery plan which will reduce recovery time from 6 weeks to 6 hours.
6. Refined scope of application migrations to engineering applications and its associated infrastructure and SAP.

**Taos Service Areas Deployed**

Interim Talent

- Technical Management
- Data Center Strategy

**Situation**

The client has a long-standing relationship with Taos, so when their IT leadership decided to embark upon a large Data Center Program, the client looked to Taos to provide the direction and expertise they needed. An immediate plan of action was urgently needed as the customer had already planned for 4 data centers, signed a contract for 1 of them and were negotiating for 2 more. Without yet having added schedules, details, or a budget to the data center plans, the client needed someone to help them locate their data centers internationally, design them, procure equipment for them, build them, and migrate into them business critical applications – all with minimal downtime.

**Solutions**

Taos provided the customer with a seasoned consultant who possesses expertise in all things data center-related and a wealth of experience in program management and management of technical staff. His previous data-center history included working with large, advanced data centers of a Fortune 50 company based in the Bay Area. In this role, he had managed different people and programs to build out, tear down and move data centers, build and design clustering, implement change management and provide network architectural direction and re-design.

## CLIENT CASE STUDY

The consultant began with a high level approach to the client's Data Center Program. In analyzing the customer's operations and use of the data centers, he explored the specific business case for the data centers and the data center program's impact on the company's P&L statement. If the client could release its products on time or faster, it could increase profitability. With this in mind, the consultant's main objective became the improvement of efficiency of the data centers' operations. He knew he would need to rapidly design, bid out, contract for and perform large-scale facility improvements to prepare the data centers for use.

Starting with the Santa Clara data center, the consultant created a team devoted to handling the data center's operations that would endure long after his role in the program had concluded. This included defining and writing the job descriptions and interviewing candidates for the positions. This team stepped into managing a data center that had never had dedicated staff. The result was a complete 18-person, full-time team to manage the data center deployments for the life of the data center.

In tandem, the consultant identified and oversaw improvements needed for the data centers to function properly. Specifically, he oversaw \$2M worth of upgrades for the Santa Clara facility. He also refined the scope of the application migrations to engineering applications and its associated infrastructure and SAP. As part of the application migration plans, he designed a VM farm for the data centers and helped assess the current virtualization environments. In terms of network improvements, the consultant redesigned the network and used innovative procurement strategies to reduce the cost from \$8M to \$2M for the Santa Clara data center, and from \$1M to \$250K for a data center in Asia. These cost reductions involved negotiation with vendors, phased deployment plans, and improved utilization of network resources. He also created a new disaster recovery roadmap that would improve recovery time from 6 weeks to 6 hours. Finally, for the client's Asian presence, he negotiated a co-location data center location in Hong Kong and reviewed potential vendors for a similar site in India.

### **Results**

Taos achieved its objective of increasing the client's data center operations' efficiency through optimally planning and building the Santa Clara and Hong Kong data centers. Specifically, the Santa Clara facility has the necessary infrastructure improvements it needs, the permanent, full-time team to manage it, a refined scope for its application migrations, an improved network architecture, and a disaster recovery plan. To the great delight of the client, many of the client's Data Center Program plans were accomplished beyond the expected scope, on time and within budget.

### **About TAOS**

Taos is a professional IT consulting services company. With more than 5,000 successful engagements at more than 1,000 clients, we have the experience and the technical expertise to help you achieve and sustain operational excellence. Our success is built upon the breadth and depth of our technical expertise, flexibility and objectivity – we are hardware and software vendor independent.