

**Industry**

Software developer

**Client Profile**

This client develops software that provides system and service management solutions primarily for large enterprises in the U.S. and internationally. The company services Global 2000 companies that manage highly complex, heterogeneous and decentralized IT environments. The nearly \$2 billion company now has approximately 15,000 customers worldwide.

**Data Center Relocation****Success Highlights**

1. Collaborated with company on data center relocation to achieve extremely aggressive timeline of only four months.
2. Saved over 35% in power costs compared to former disaster recovery site and saved over 25% in power costs at corporate headquarters' primary operations data center site.
3. Helped the company realize the best deal and the best terms for new service agreement through expert negotiation skills.
4. Reclaimed significant computer room space and power in corporate office.

**Taos Service Areas Deployed**

## Project Delivery

- Office of the CIO
- Data Center Strategy

**Situation**

Unexpected natural disasters can wreak havoc on a company's data center and, in turn, inflict disorder on a company's operations. Hurricane Ike's wrath presented no exception for this client, threatening to cause the company an operational obstacle. The company quickly realized it was time to find a data center co-location facility that was cost-effective, offered cutting edge solutions, supported green initiatives and, most importantly, was located in an area that was disaster proof. A disaster proof location would provide the company's employees with peace of mind when natural disasters struck; they would be able to focus on their families' safety instead of worrying about what might be happening at the data center. All things considered, it was apparent to the client that it needed data center strategic consulting expertise to source a facility. The company's CIO and other executives had worked with Taos in the past and so turned again to Taos to find a swift solution.

Taos supplied the company with a consultant with over three decades of IT leadership experience, especially within the data center space, allowing him to step in and take immediate action. He instantly became an extended member of the existing team and offered a substantial value-add to the organization.

## CLIENT CASE STUDY

### **Solutions Cont.**

As the company had no prior experience working with a data center co-location provider, the consultant's experience and ability to bring the client's IT and Procurement team quickly up to speed was invaluable. The consultant coached the client on how to create a co-lo/client business relationship, how to formulate a good contract and how to focus on the most important terms and conditions, etc. Via the consultant's negotiation skills, the company was able to acquire significant cost reductions (both for the facility and for the equipment), as well as to expedite an incredibly aggressive timeline. The required timeline of four months to completion was almost unheard of for a data center relocation. The average for the planning and execution cycle is usually nine months, and the typical minimum is six months. The consultant, though, via his vast data center operational knowledge, was able to immediately dive into the planning process, and along with the team, plan every detail out for exceptional execution.

Taos coached the company through that process and provided specific expertise in all aspects of data center selection and the subsequent move, from power allocation to technology to infrastructure. The consultant's experience gave the company the ability to question and challenge ideas and suggestions that otherwise would have been taken at face value. For example, a key factor in achieving the timeline was the consultant's ability to properly guide the client on which center to choose – a near capacity location, or a riskier, brand-new facility. The consultant understood that within the expansive open space at the new facility, all of the required support contractors (e.g. equipment installers, electrical providers, cabling and engineering personnel) could work simultaneously versus sequentially (as in a tightly built-out space) and, therefore, cut four weeks off of the schedule.

The co-location facility that Taos helped select is one of the largest, if not the largest, raised floor data center facilities in the U.S., currently offering 180,000 square feet of raised floor space and 40 megawatts of power. There are plans to double the square footage and increase the power capacity three-fold in its existing 500,000 square foot facility. Its support for green operation, an important factor for the client, also guarantees 100% uptime with a multitude of redundant systems.

Taos also furnished senior-level counsel for the equipment relocation, offering recommendations, options and solutions for transportation, equipment purchasing and re-allocation, and virtualization re-engineering.

### **Results**

Initially, the plan called for the new co-location center to serve as a primary disaster recovery center. Plans to transition the disaster recovery center to a production facility and turn the prior corporate headquarters facility into the disaster recovery site, were dependent upon the success of the Taos-supported data center relocation project. The project was a complete success and the company has now completed the full transition of production systems to the new co-lo data center. With the consultant's strong negotiation skills and broad knowledge base, the client was able to meet its uncompromising schedule, acquire significant cost reductions, take advantage of a state-of-the-art, green co-location service and regain a significant amount of corporate real estate and power to utilize for other purposes.

### **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.