

SUCCESS STORY >

CONSUMER GOODS

THE RESULTS >

Faced with an expiring contract from its incumbent infrastructure management partner, this global leader of liquid beverage enhancers needed a new team in place with scalability and a refined transition process to support rapid growth through acquisitions. The new partner also required an onshore remote infrastructure management practice. The result was a comprehensive infrastructure monitoring and management solution utilizing Bell Techlogix's Global Command Center.

- **A smooth six-week transition.**
- Client secured a partner that is local, reliable and innovative
- 24x7x365 Infrastructure Monitoring and Management

CLIENT PROFILE >

- Global leader in the production of liquid beverage enhancers as well as zero calorie sweetener products for the retail market. Produces and markets offerings in a wide variety of versions, flavors and packaging formats
- Headquartered in the U.S. with production facilities in the U.S. and the Netherlands

CHALLENGE >

- Contract with incumbent Infrastructure Management Partner expiring
- In need of a partner with an onshore Remote Infrastructure Management practice
- Competitive pricing
- In need of a partner with scalability and a smooth and refined transition process to support rapid growth through acquisitions

SOLUTION >

- 24x7x365 Infrastructure Monitoring and Management for their server environment from Bell Techlogix's Global Command center
- 6 week transition period to be "Live" prior to the incumbent vendor's services expiration