A SYSTEMS INTEGRATOR FOR AEROSPACE AND DEFENSE INDUSTRY LEVERAGES

DYNAMIC SYSTEMS MULTI-VENDOR SUPPORT

TO PROVIDE A COMPLETE LIFECYCLE SUPPORT

ABOUT THE CLIENT

Industry: Aerospace and Defense

Location: Colorado Springs, CO

Employees: Approximately 110,000 in the United States and internationally

DYNAMIC
SYSTEMS INC

Challenge

To keep mission critical IT assets in check, this aerospace and defense company seeks multi-vendor support to help with their various licensing needs, renewal requirements and other IT maintenance needs.

Solution

Leverage Dynamic Systems' multi-vendor support services.

Results

- Simplified contract management

- Streamlined procurements

- Improved key data management for audits, compliance, and reporting

- Complete visibility into critical IT infrastructure

Overview

As a Systems Integrator for the aerospace and defense industry, it is imperative to maintain risk-free, continuous coverage for their mission critical IT assets. Choosing Dynamic Systems as their strategic maintenance partner has alleviated many of their support-related challenges.

Challenge

The client has many IT needs, both from a new hardware and software license perspective, as well as support renewals and management perspective.

Other substantial burdens include efficiently managing various support renewal dates, shifting service level agreements, multiple OEM support methodologies and numerous procurement relationships.

Multiple support renewal dates make it difficult to stay up to date
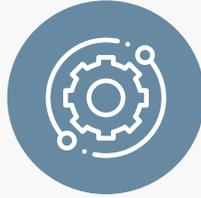
Frequent service level agreement modifications complicate compliance

Numerous OEM support methodologies hinder visibility into the critical IT infrastructure in the data center

The client needed a strategic maintenance partner as their go to IT provider to meet their various needs and requirements.

Solution

Dynamic Systems has previously worked with the client in procuring IT products. Subsequently their association included support renewals for multiple OEMs.

The client needed help in managing all of their maintenance renewals, service level agreements, OEM support methodologies and procurement relationships. Dynamic Systems is the right partner as it offers multi-vendor support utilizing its Contract Management Center (CMC). CMC is a cloud-based service that allows the client to view their IT services, track support contracts, manage software licensing, and help them stay in compliance. Using CMC, in combination with a dedicated support account manager, gave the client a way to simplify contract management, streamline their procurements, and provide useful reporting.

Additionally, Dynamic Systems' comprehensive asset management system ensures they have complete visibility into their critical IT infrastructure in the data center.

Results

Dynamic Systems' multi-vendor support services have alleviated many of the support-related challenges the client was facing. By having Dynamic Systems as their sole provider for support services, the client has:

Simplified contract management

With Dynamic Systems' Contract Management Center, the client was able to manage multiple software licenses from various vendors. Since it was designed to remind upcoming contract events, renewal dates are never missed. This resulted in a simplified contract management which ensures the client stays on top of their hardware and software license renewals.

Streamlined procurements

Through multi-vendor support, the client was able to proactively track their assets, manage multiple OEM support methodologies, and streamline their numerous procurement relationships.

Improved key data management for audits, compliance, and reporting

Utilizing CMC, the client was able to track support contracts, manage software licensing, and mitigate risks through proactive maintenance solutions to keep them in compliance.

Complete visibility into critical IT infrastructure

Dynamic Systems' comprehensive asset management system assures the client complete visibility into their critical infrastructure so they can understand existing maintenance challenges, review complex environments, and optimize IT assets to ensure system uptime.