MAINTECH

Global Third-Party Data Center Hardware Maintenance

Client Overview

The client operates a large, globally distributed data center environment supporting mission-critical enterprise systems. With tens of thousands of servers and storage devices across multiple continents, maintaining consistent uptime and strict service level agreements (SLAs) is essential to business operations.

The Challenge

Enterprise third-party data center maintenance environments often involve multiple delivery models. Based on long-term experience, Maintech focuses on a limited number of service delivery approaches proven to consistently meet and sustain high SLA performance.

For this client, key requirements included:

- **Global coverage across North America, South America, and APAC**
- **Rapid response times for priority incidents**
- **Dedicated on-site expertise to minimize resolution delays**
- **Scalable support for both break/fix and infrastructure change activities**

The Environment

Client Profile

- 88,000 servers and storage devices (x86, Oracle, and network platforms)
- 95 data center and satellite locations across 28 countries
- 24x7x2-hour repair SLA for Priority 1 incidents
- Comprehensive IMAC program, including rack-and-stack services
- 75 dedicated Maintech technicians assigned to primary data centers
- Initial U.S. contract awarded in June 2005

The Solution

Maintech delivers dedicated data center engineering teams embedded directly within the client's operations. This model provides immediate access to client tools, environments, and processes, enabling faster troubleshooting and consistent SLA performance.

When incidents occur, Maintech engineers receive alerts for down devices or failed components and manage the full remediation lifecycle. This includes diagnosis, part replacement, root cause resolution, and confirmation testing. All actions are communicated through structured updates and integrated directly into the client's internal ticketing system.

This approach allows the client's internal teams to remain focused on operating system management and network infrastructure, while Maintech handles hardware maintenance end-to-end.

Infrastructure Deployment Support

The engagement also includes both rack-and-roll and rack-and-stack services:

- **Rack-and-roll: Devices are pre-racked by the supplier; Maintech positions racks in designated locations and connects power and network per client specifications.**
- **Rack-and-stack: Maintech installs hardware using detailed cabling and power schematics, applies asset labeling, and records device information in the client's asset database.**

This structured process reduces deployment friction and accelerates time-to-service for new infrastructure.

Key Outcomes

- Sustained SLA performance exceeding 97%
- Faster incident resolution through dedicated on-site engineering
- Reduced operational delays through direct system and tool access
- Improved focus for internal teams on OS and network responsibilities
- Scalable global support model proven over long-term engagement