

Global Enterprise Data Center Operations & Hardware Maintenance

Client Overview

The client operates a highly distributed global data center environment supporting critical enterprise workloads. With infrastructure spanning hundreds of locations worldwide, the organization required a long-term partner capable of delivering consistent hardware maintenance, operational support, and asset governance at scale.

The Challenge

As the client's infrastructure footprint expanded, they identified opportunities to improve efficiency by consolidating multiple data center operational functions under a single provider, strengthening physical security controls while reducing operational complexity. Beyond traditional break/fix support, the client needed a partner that could manage hardware lifecycle activities, provide on-site operational assistance, and deliver centralized visibility across global locations.

Key requirements included:

- **Global coverage across North America, South America, APAC and EMEA**
- **Consistent 24x7x2-hour response for Priority 1 incidents**
- **Scalable IMAC services to support infrastructure growth and refresh cycles**
- **Reliable asset tracking, auditing, and disposal processes**
- **Centralized reporting for operational and performance visibility**

Client Profile

- 83,000 servers and storage devices (x86, Oracle, and network platforms)
- 400 data center and satellite locations across 32 countries
- 24x7x2-hour repair SLA for Priority 1 incidents
- Comprehensive IMAC program, including rack-and-stack services
- 120 dedicated Maintech technicians assigned to primary data centers
- Initial U.S. contract awarded in 2003

The Solution

Maintech provides an integrated data center support model that extends beyond hardware maintenance. In addition to servicing enterprise devices, Maintech manages asset inventory throughout the hardware lifecycle and delivers Level 1 data center operational support.

Services include cable testing and installation, vendor escorting, asset database management, intake and tracking of new equipment, and auditing of decommissioned assets exiting the data center. This consolidated approach reduces operational overhead and improves control across geographically dispersed sites.

Incident and Change Management

When the client submits a service request through their internal ticketing system, Maintech coordinates the required work window based on the device condition and service needs. Engineers perform the necessary repair or maintenance and, when applicable, manage compliant handling and disposal of data-bearing components.

All disposal activities are supported by documented auditing processes to ensure traceability and compliance with internal governance requirements.

Visibility and Reporting

Operational data from IMAC activities, device performance trends, workload utilization tracking, and asset audits are centralized into a suite of online reports. This provides the client with real-time visibility into infrastructure health, maintenance activity, and lifecycle status across all locations.

Key Outcomes

- Long-term, scalable support model in place since 2003
- Consolidation of data center operational services under a single provider
- Improved asset visibility and lifecycle governance
- Consistent SLA performance across a global footprint
- Centralized reporting supporting operational and capacity planning decisions