

CASE STUDY



About Moraine Valley Community College

Moraine Valley Community College (MVCC) is located in Chicago's southwestern suburb of Palos Hills, Illinois. Founded in 1967, the school enrolls over 34,000 students serving 26 communities annually and is one of the largest community colleges in the state.

Susan Gray is the current Director of Network Operations, Computing Services and Telecommunications. She oversees all wired and wireless networks, virtual server environments, storage, telecom, and ERP infrastructure. These responsibilities also include email and other critical applications.

Moraine Valley Community College's Challenges

For Gray's team, it was pertinent to find a hardware support solution that would fit shrinking budgets. MVCC maintains two separate Storage Area Network (SAN) environments that supports the college's ERP system and other applications. Although Gray had a team member who could support IBM AIX, finding a staff member to support hardware was a challenge.

"The biggest challenge the college currently has is supporting two separate environments. Finding the right talent to support AIX and the IBM SAN environment is difficult. It is hard to compete with salaries offered in Corporate America for this talent. As a result, we seem to always be short of staff to support the most critical applications on campus", says Gray.

Another factor that played into MVCC's challenges was an affordable Service Level Agreement. Gray states, "Our ideal hardware maintenance solution is 24 x 7 x 4 hour response time. This can be very expensive when dealing directly with the original equipment manufacturers."

With the need to support their SAN environments, and with a limited budget, Gray began researching other support options. A former employee of MVCC had previous experience with third-party maintenance providers and introduced Gray to Park Place Technologies.

Choosing Park Place Technologies

Having never used any third-party maintenance providers for their data center hardware, MVCC researched several third-party maintainers and collected other competitive quotes as required by the college. Flexibility on budget was not an option. When MVCC made the switch to Park Place Technologies, the initial decision was based primarily on price and flexibility.

"The Park Place solution was convenient. Park Place worked along with MVCC to determine the right coverage for the variety of equipment we covered. They responded with a price point and SLA that the college was comfortable with, so we chose them over the other vendors," says Gray.

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Susan Gray
Director of Network Operations

CASE STUDY KEY POINTS



Retains control of equipment lifecycle



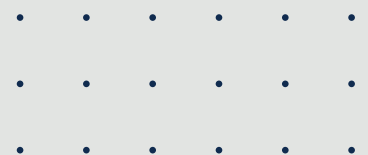
Saved 70% on maintenance costs compared to the OEM



Provided an alternative for end of service life equipment



Low total cost of ownership



The Park Place Difference

Since starting their partnership with Park Place Technologies as a third-party maintenance provider, Gray and her staff have been satisfied with their IBM storage equipment support. Some significant considerations that played a part into why MVCC continues to use Park Place Technologies as their hardware maintenance and support provider include:

Obtaining Administrative Ease

One of the major factors of choosing Park Place Technologies for Gray and her staff was the endless flexibility it provided for its customers. "Park Place was willing to do whatever it was that we thought we needed—whether it is certain coverage on parts of the environment or different coverage on storage and some of the physical servers we support. It was total flexibility," Gray said.

Flexibility also extended into their contracts. With Park Place Technologies, MVCC could add or delete equipment at any time. "Not locking us into long contracts allowed us to be comfortable in making decisions on our storage equipment moving forward. That was huge!" Gray added.

Receiving Exceptional Support

For Gray and her staff receiving support was quick and painless. Although support calls were few for their IBM storage environment, Gray's team member could attest to the fact that the response from the Park Place was quick and the field engineers were able to provide the MVCC IT team the appropriate solutions and documentation related to any issues they were having with their IBM storage devices.

Saving 70% on Maintenance Costs

Moraine Valley County Community College has saved about 70% in maintenance and support costs compared to standard OEM maintenance. This significant cost savings allowed peace of mind for budget concerns by Gray and the IT team at MVCC.

The Future with Park Place Technologies

Gray and her team look to continue and expand their partnership with Park Place Technologies.

"Park Place has been very responsive to the needs of the college. They are proactive in their support and have lived up to their SLA. Fortunately, we have not seen a lot of problems with our IBM hardware, but we know we can count on Park Place to respond quickly to our needs," Gray said.

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Susan Gray

Director of Network Operations

About Park Place Technologies

Park Place Technologies is a leading provider of data centre hardware maintenance. Founded in 1991, Park Place Technologies provides an alternative to OEM post-warranty storage, server and networking hardware maintenance for IT data centres, with 24/7 access to a global contact centre and support from the industry's most advanced engineers. Serving more than 11,000 end-user customers — including all tier-one OEMs and businesses ranging from government, higher education, and healthcare institutions to cloud service providers, SMB and Fortune 500 companies — Park Place Technologies' services are spread across 30,000 data centres in more than 100 countries.

Park Place's latest innovation is ParkView™, a revolutionary remote service that proactively detects hardware faults 24/7.