

Alphaserve Technologies Meets Client Demand for High Quality Services with Centralized IT Management

Business

Alphaserve Technologies provides advisory, integration, and managed services from offices in the US, Portugal, and India. It aims to become a market leader in providing enterprise IT solutions in the midmarket space.

Challenge

To achieve its plans for growth, Alphaserve Technologies needs to meet client demands for efficient, high quality services and rapid fault resolution. Hampered by rudimentary IT monitoring tools, Alphaserve Technologies needed to centralize and simplify IT management.

Solution

Alphaserve Technologies has created an integrated platform for IT monitoring and management based on solutions from CA Technologies, A Broadcom Company. The solutions monitor approximately 20,000 devices and provide comprehensive reporting.

Benefit

With its centralized IT management platform, Alphaserve Technologies can deliver to higher SLAs, meet client demands, and increase employee efficiency, which will help it achieve its goals for growth.



Client Profile

Organization: Alphaserve Technologies

Industry: IT Services

Business

Advise, Integrate, Manage

Alphaserve Technologies is a global IT services company with more than 200 employees and offices in the US, Europe, and India. The firm has three core lines of business: advisory, integration and managed services. The company offers workflow consulting, the integration of datacenter, cloud, security and network technologies, and the management of large complex infrastructures.

Specializing in the financial services, legal, media, and healthcare sectors, Alphaserve Technologies aims to become a market leader in providing enterprise IT solutions in the midmarket space. Alphaserve Technologies plans to double the size of its business in the next three to five years.

“We want to provide services based on data and facts, not guesswork and hunches.”

– Cameron Floyd, Managing Director, Business Development at Alphaserve Technologies

Challenge

Staying Ahead of the Curve

To achieve its goals for growth, Alphaserve Technologies needs to stay ahead of the curve. “Our clients are demanding more,” affirms Cameron Floyd, Managing Director, Business Development at Alphaserve Technologies. “They need their IT infrastructures to be highly available, with any faults resolved as quickly as possible, so they can carry on and run their businesses with confidence.”

Responsible for managing IT infrastructure for 200-plus customers in 300 cities across 38 countries, Alphaserve Technologies needs to deliver efficient services, or its bottom line is quickly impacted.

Arup Das, CEO adds, “In five years we hope to have 500-plus customers and to continue delivering high quality services.”

The traditional IT monitoring model was no longer adequate for the company to keep up with clients’ demands and its need for efficiency. “We want to provide services based on data and facts, not guesswork and hunches,” adds Mr. Floyd.

With disparate tools, rudimentary and reactive monitoring, and siloed teams, resolving issues often required large teams of engineers. “We had no event correlation, no predictability, and were often flooded with alerts,” explains Mr. Floyd. “We needed to streamline, which meant replacing our tools with a centralized solution.”

Solution

Centralized, Integrated IT Infrastructure Management

Alphaserve Technologies has been using solutions from CA Technologies, A Broadcom Company, to monitor and manage its customers’ IT infrastructures since 2007.

The solutions include:

- Unified Infrastructure Management for monitoring traditional and cloud-based systems
- DX NetOps for real-time and historical reporting of network fault, performance, root cause analysis, and end-to-end application response time monitoring

These solutions provide the company with an overview of the entire technology stack, from wireless LANs, routers, and switching to servers, all accessed through a single pane of glass.

“The solutions monitor around 20,000 devices in total,” explains Mr. Floyd. “They de-duplicate alerts, isolate problems, and enable us to predict and prevent failures before they impact our clients.”

Using the CA Technologies platform, Alphaserve Technologies can monitor private and public cloud infrastructures to align with their clients’ cloud strategies. Sylvain Ardiet, Founding Member and Chief Architect, explains, “We have visibility into virtual machines, even if we don’t own the infrastructure. The ability to do this with the same toolset means we don’t have to retrain engineers on multiple solutions, which helps us deliver more for less.”

“The CA Technologies solutions have changed the way we interact with clients, having a dramatic effect on their trust in us. This is vital to our ability to double our business and achieve our goals.”

– Arup Das, CEO at Alphaserve Technologies

The solutions enable Alphaserve Technologies to provide clients with the same dashboards and reports that it uses itself. Mr. Floyd comments, “The CA Technologies solutions enable our clients to see what we see, eradicating the ‘blackbox’ outsourcing model that confuses many clients.”

The CA Technologies solutions also provide the basis for Alphaserve Technologies’ unique business workflow mapping service, which is core to its advisory services.

Benefit

Broad Vision and Efficiency

Thanks to its centralized IT management platform, Alphaserve Technologies is able to provide its clients with better, more efficient services. “We’ve been able to reduce the mean time to resolution for our clients and can use our employees’ time more strategically,” comments Mr. Ardiet.

As a result, the company is able to achieve the following goals:

- Meet clients’ demands.
- Deliver to higher SLAs than competitors.
- Increase employee efficiency.
- Boost staff productivity by 30%.
- Scale services quickly to take on new customers.

“The CA Technologies solutions have changed the way we interact with clients, having a dramatic effect on their trust in us,” says Mr. Das. “This is vital to our ability to double our business and achieve our goals.”

For more information, please visit broadcom.com.