

## Fortune 50 **Healthcare** Organization

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### Overview

- National healthcare services company with annual revenues over \$100B
- Merger of two equal-sized corporations created an eight data center environment
- Large complex environment built through acquisitions
- 7,000+ servers and over 10PB of storage, across numerous manufacturer platforms

### Challenges

- Support ticket logging – break/fix maintenance vs. professional services segregation
- Global customer coordination and cooperation
- Global data center support approach and strategy
- Global invoicing
- Short time frames and urgency in filling resource requirements in added locations

### Solution Provided

- Centralized project management and personnel oversight
- Detailed resource planning based on requirements
- Customized technical support in each data center around the globe – local office engineers leveraged
- Single invoice provided – site costs itemized
- Curvature Field Engineers familiar with data center facilities and hardware platforms from existing support, including badge access to data centers
- ServiceNow configured to automatically e-mail ticket/incident data directly to singlePoint
- Quoting, reporting and order processing from same source
- Customer satisfaction

