

## Customer

### Senior Procurement Team

for a global technology solutions and services company



## Situation

**The customer was working with a short timeline and didn't know yet all of the data center equipment they would need supported.**



As part of a strategic contract win, the customer was assuming responsibility for large volumes of data center equipment, much of which was no longer manufactured or supported by the OEM. They needed to establish the support team of solution partners quickly.

## Customer Need

**The customer needed a global partner with proven technical expertise,** who was highly nimble and flexible to help them ramp up quickly and establish credibility with their new, strategic end user client.



## Curvature Solution



**Curvature was able to provide maintenance for server, storage and network equipment for multiple manufacturers and product families,** while being flexible with SLAs and terms to promote a seamless onboarding and service experience.

## Results

**Customer was able to work with one full-service partner** to meet their timeline commitments, minimize disruption by keeping the old gear, and streamline the support processes.

