

# Large US Healthcare Provider moves to Reliant Support



## Even the big guys feel the pinch of OEM costs

When you think of companies that are feeling the pain of high priced IT infrastructure operation costs, the large corporations of the world don't usually come to mind. But in the case of one of Reliant's most recent support and maintenance customers, that's exactly who it was.

One of the fifteen largest health

care providers in the United States came to Reliant looking for help elevating the maintenance costs of their Dell EMC Isilon environment.

Their original warranty with the OEM was coming to an end, and the cost to extend support was far higher than they were expecting. Ready to explore other options,

they connected with one of Reliant's data center experts who immediately began discovery discussions into their environment.

Knowing they needed to be under a support contract ASAP, they were also connected with one of Reliant's in-house engineers to fully assure an accurate assessment of their environment.

## Savings & discovery that simplify the solution

After a full assessment of the customer's environment had been completed, our data center experts identified other areas of the customer's data center that would also soon need extended support. Impressed with the quick service and discovery they had received, the customer also allowed Reliant the opportunity to provide support for their non-production NetApp environment.

Bundling these two things together and providing the client one coterminous contract for all

support in these areas across the customer's thirty-nine data center locations, Reliant was able to quote them a long-term support deal that would save them 60% versus what the OEM was going to charge for similar services.

They chose to sign the deal, and thanks to the customer's thought to look into third-party providers, they have significantly reduced costs and simplified the contract situation in their IT infrastructure.



Coterminous contracts are the first step in simplifying support. Managing all contracts and support needs through an IT asset & contract management tool is essential.

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## You can do the same

Ready to see if your environment has areas where you can save big and simplify your support contract situation? **Connect with one of our storage experts** and start the process today. Our experts make it easy to find the best solutions for your unique environment.