



CASE STUDY

MELILLO SAVES CLIENT \$250K IN LICENSING COSTS WHILE FUELING REVENUE GROWTH WITH NEW DELL INFRASTRUCTURE

Overview

A leading technology solutions provider wanted to both reduce IT spend and radically improve the customer experience with a more reliable technology infrastructure. Melillo stepped in and saved the client hundreds of thousands of dollars in licensing costs, and designed and implemented a new infrastructure that, today, powers profitable business success.

Challenge

The client was struggling with IT infrastructure performance problems and frequent, sometimes extended outages. As a third-party hosting company that promises a highly secure and resilient environment that powers businesses' critical applications and data, the client was falling short in meeting customers' needs. Customer complaints were piling in on a daily to weekly basis, which not only sent their IT staff into constant fire drill mode, but they were also losing money doling out refunds to unsatisfied customers. Their infrastructure was both poorly configured and inadequately managed by their existing MSP. What's more, they were paying \$7K per month on a VMware licensing structure that was far too massive for the client's size and business model.

Solution

Melillo began by tapping existing relationships with VMware to reclassify the client's current licensing agreement from that of a Cloud Partner Provider license to one that allowed them to purchase perpetual licensing at a one-time capital expenditure that created significant licensing savings. With the resulting savings, Melillo built, installed, and non-disruptively migrated the client to a completely new infrastructure that included Dell PowerEdge Servers, Dell B-Series Fibre Channel Switches, and Dell Unity 380XT all-flash unified storage. Melillo also became the sole manager of the client's infrastructure and their MSP of record.

Results

With a more appropriate VMware licensing agreement in place, the client saved \$250K over a three-year period. Plus, since implementing the new Dell infrastructure, not only is the client now operating at a much higher level of performance with N+1 redundancy, but they have not received a single customer complaint—a radical difference from what had been a near-daily occurrence. Without spending their time putting out fires for customers, their staff can now focus on business-critical activities. As a result, they added 12 new customers in under six months and boosted top-line growth. Today, the client is poised to consistently deliver on its promise to customers, resulting in a positive brand image and stronger competitive foothold.

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