

## CASE STUDY

# VSI Promotes Culture Shift for Infrastructure Team, Improving Customer & Employee Relationships

## OBJECTIVES

An outsourcer managing the infrastructure for one of America's largest healthcare companies needed better data. Despite spending millions on tools and hiring a specialist for storage management, they lacked critical insights into their infrastructure.

Tensions grew between departments as they struggled to prove their efforts without hard data. It was also hard to build trust with their client, who expected proof of results.

## DECISION

For the team director, a strong demo convinced him to try VSI. "To see a demo that used our own data, instead of being rehearsed, was powerful."

He was most impressed that their entire storage environment could be visualized on one screen.

"Seeing is more impactful than looking at numbers. VSI is infinitely customizable without much effort."

## SOLUTION

With Visual Storage Intelligence providing immediate data as an "independent source of truth," relationships between teams became honest and productive - with less finger-pointing and more focus on solutions for the customer.

"We finally KNEW exactly what was going on in our environment at all times," said the team director. "Now when the customer asks us to show them something, it's easy to prove what we're doing."

## AT A GLANCE

### Environment

- NetApp storage
- Two data centers
- Previously used NetApp OCI

### Challenges

- Spending too much on SRM.
- Unable to obtain sufficient storage data.
- Could not identify cost of applications on platform.
- Trouble deciding when to move storage to new tiers.

### Results

- Saved \$1.5M in SRM tools.
- Re-assigned SRM staff to revenue creation roles.
- Able to identify application costs in minutes.



"The spirit in which VSI approaches the customer relationship resonates so much with me. Their support has always been way above expectations."

### ICS Delivery Director

Fortune 500 Healthcare Company