Central Wholesalers -Questionnaire for Preparing the Case Study/Success Story

1. What kind of company? (What type of business?)

B2C, B2B Wholesaler of home/office products

1. How many employees? How many locations?

Please refer AD questionnaire for this

1. What was the problem?

Client did not have proficiency in implementing SAN based disk array solution

1. What technologies were they using?

Direct Attached Storage (DAS)

1. What technologies did we employ? (Tools)

IBM DS3200 disk array configured to IBM Blade Center/Servers

1. What was the solution that we provided?

IBM DS3200 design evaluation and recommendations

IBM DS3200/Blade Center/Blade Servers Configuration for SAN

IBM DS3200 Implementation documentation and knowledge transfer

7)      What were the results?

Successfully implemented IBM DS3200 per Client’s requirement/timeline

Questions with more writing and information:

1. What challenge(s) did we face in the project?

Timeline got extended by at least 3 weeks due to issues with IBM blade Center/blade servers

1. How did we solve the problem?

Resources were flexible and available per Client’s timeline and completed tasks on time as soon as IBM Blade Server/Center issues were resolved.

1. How did this help the company? Examples-Quotes from the employees (ours & theirs)

CWS can move forward with implementation of new ERP solution. This is Saras’ first implementation under ITO.

1. What’s the benefit that the company gained from this project? (short term and long term)

For Saras this is the first SAN implementation and helps building our reputation as a SAN solution provider in the long run. Saras has a possible edge in implementing CWS’ backup and recovery solution in future

For CWS, this provides them with basic SAN infrastructure and they can expand the infrastructure per their future needs.

5)      What lessons did we learn from the process?

  When we engage in projects where there are several vendors involved and if there is dependency between different vendor tasks, it is important to make sure that the timeline (in terms of hours and calendar days) is specified accurately and clause to cover-up any delay (due to other dependent tasks of other vendors) that may arise.

While this might also work against us at times, it ensures that our resources are available throughout the project life time and also can be allocated to other projects effectively.