Brochure

Hitachi EverFlex Managed Services

Unlock Greater Value and Performance with Expert IT Infrastructure Management and Operations

Transforming IT Challenges into Opportunities to Drive Business Growth

In today's swiftly changing digital arena, companies face formidable obstacles that hinder their operational effectiveness, cybersecurity, and peak performance. Amidst these hurdles are challenges such as security vulnerabilities and the delicate act of balancing the costs for cutting-edge technology with budget constraints. These challenges are compounded by the increasing complexity of IT infrastructures coupled with a scarcity of highly skilled IT personnel, resulting in operational bottlenecks, security risks, and cost management issues.

Historically, firms engaged managed service providers primarily for cost savings and to tap into the expertise, proficiency, and industry best practices that were otherwise challenging to cultivate internally. The advent of public cloud models has transformed the procurement of IT services. Presently, the bar is set much higher, with enterprises in pursuit of superior solutions, enhanced efficiency, and, most importantly, exceptional value. Contemporary applications within an intricate, multi-cloud dispersed framework demand extensive scalability. Realizing such a scale is reliant on the strategic implementation of automation, AI, and machine learning technologies.

Hitachi EverFlex Managed Services Drive Growth, Empower Innovation and Operational Excellence

Hitachi Vantara Global Services fulfills this commitment by integrating top-tier products, cutting-edge AI and ML technologies, a robust automation platform, comprehensive technical acumen, and extensive worldwide support. This constructive collaboration propels businesses forward, ensuring they remain at the forefront of innovation and operational excellence. This enables our clients to free up their staff to focus on business priorities, driving growth and enhancing their competitive advantage.

EverFlex Managed Services transform operational potential into swift, cost-effective business outcomes by combining cutting-edge technology, tools, expert knowledge, and extensive experience for seamless and efficient operations.

Hitachi Vantara is uniquely qualified to orchestrate your IT infrastructure management due to our dual role as both the vendor and operator of our hardware and software.

This dual capacity grants us unparalleled influence in direct product management engagement, steering necessary enhancements, and shaping the product roadmap.

Consequently, this integration mitigates risk and expedites resolution of issues for our clients. Contrast this with outsourcing to a Systems Integrator (SI), while they possess the expertise, they depend on external entities for such interactions. At Hitachi Vantara, our services and product teams are always talking, ensuring seamless synergy.

As we often say, *"Who is better to manage Hitachi Vantara than Hitachi Vantara ourselves!*

Strategic IT Focus: Leveraging EverFlex Managed Services for Enhanced Business Performance

EverFlex Managed Services consistently fulfill service level agreements while providing a panoramic view of IT resource distribution and unlocking actionable insights from data. This enables your team to add greater value to the business functions they support. Clients appreciate the dual benefits of faster outcomes at reduced costs and the heightened business-centric approach of their IT staff.

Freed from routine operational tasks, our clients can strategically steer business outcomes, swiftly adapting to market changes to bolster competitiveness—a critical aspect of managing digital businesses today.

Achieve Cost-Effective IT Transformation

Addressing Business Interruptions

Business interruptions from routine hardware and software events are increasing, and new IT projects are taking longer to launch. This is largely due to the exponential growth in data, diverse data formats, and more complex IT infrastructure. While advanced approaches are available, they can disrupt current operations and require time to master new skills and technologies.

Cost-Effective Transformation

Our EverFlex Managed Services typically results in a 30-50% reduction in Total Cost of Ownership (TCO). EverFlex provide TCO savings expressed in measures against the client's baseline metric in the areas of:

- Cost Certainty as price per unit (PPU)
- Near real-time data for service consumption metrics
- Financial visualization (or reporting) of estate with FinOps functions
- Improved operational efficiency and stability
- AIOps alert reduction and auto-remediation
- Near zero consumption gap
- Availability of Services
- ITIL Service Level Commitments

Seamless Operations

EverFlex Managed Services skillfully manage the complexities of diverse data environments, ensuring uninterrupted functionality and top-tier performance across all platforms. By integrating EverFlex Control, our extensive automation platform that utilizes the latest AIOps and ML technologies, we provide you with advanced observability. With 150 meticulously engineered workflows and intelligent alert management, we ensure that your infrastructure consistently operates at peak efficiency and adheres to the contractually agreed SLAs.

Accelerate Project Value

EverFlex Managed Services provide a cost-effective alternative that accelerates time to value for new projects and reduces the risks associated with today's complex IT environments. We leverage the latest advancements in infrastructure, network, and data security, combined with industry-leading expertise in AI, machine learning, and predictive analytics, to deliver consistent service levels at a fraction of the cost.

Tailored Solutions for Your Company

No matter your business, technology, or process transformation plans, our experienced services team can manage all or part of your digital infrastructure. Our services are tailored to your specific requirements and preferences, whether for onsite or offsite infrastructure behind your firewall. Our professionals will identify and recommend changes to infrastructure, processes, and operational procedures to minimize the risk of outages and data loss, enhance compliance, and reduce overall spending.

Learn how these customers maximized value with EverFlex Managed Services.

Read the case studies here!

IAG

"Hitachi Vantara is our one-stop-shop for all storage services," said Nik Hatzikos, Product Manager, Compute and Storage Services for IAG. *"They instill confidence that our data is managed proficiently, allowing us to concentrate on developing new capabilities in other tech areas. We can deliver greater value to our stakeholders and customers."*

Read case study →

DBS

"Our previous storage system had to be replaced because it was unable to support the bank's growing needs and maintenance costs were rising. We chose to work with Hitachi Vantara because of their deep understanding of our requirements. Their teams were highly knowledgeable and responsive. They worked closely with us through every step of this process. As a result, DBS now has a comprehensive and cost-effective end-to-end storage managed service that will enable us to manage our customer needs more effectively throughout the region."

Ms Emilie Yeo, Executive Director of DBS
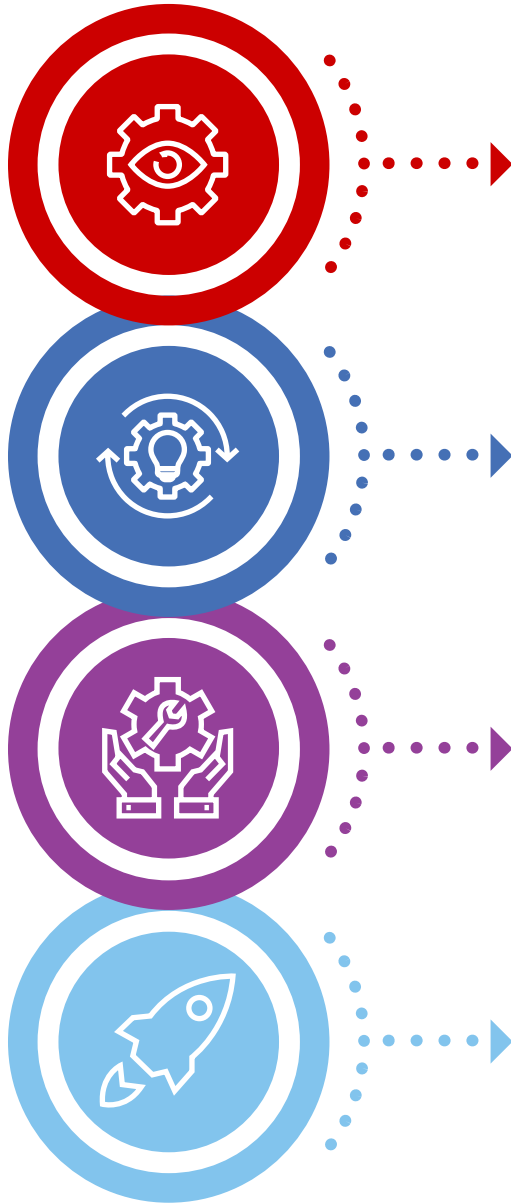
Read case study →

Mizuho

"The flexible consumption model for high-performing IaaS, enables us to drive greater savings from a TCO perspective, while managed services add an extra layer of value ensuring reliability."

Mizuho Securities Asia

Read case study →

Four Phases to IT Service Excellence

Hitachi Vantara will take you through four phases to a fully customized managed services agreement that will maximize the value of your IT investment.

Assessment

Our Business as Usual (BAU) and TCO assessments establish the foundation for evaluating, scoping, and validating the financial benefits that Hitachi Vantara promises and delivers through our EverFlex Managed Services. These assessments guide the due diligence process, ensuring that all data points and benefits are confirmed with your team.

Business Case

In the business case phase, we emphasize controlling IT spending by proposing specialized managed services tailored to the unique aspects of your IT infrastructure. Based on thorough due diligence, the business case outlines a comprehensive plan for an infrastructure transformation program, including technology and operational solutions, as well as commercial options to achieve effective TCO savings.

Transition

As part of our managed services transition and based on a mutual understanding of your infrastructure's true cost, efficiency, and service quality, we offer economical solutions that meet your business needs, anticipate future requirements, and utilize existing infrastructure until it is fully depreciated, then transform it as needed. During the transition phase, we establish governance and take full responsibility for the transformation plan. This includes managing infrastructure optimization and executing migrations, all in preparation for activating tailored run services.

Services Activation

At the "run" state, our focus shifts to ensuring the smooth and efficient operation of your IT environment. We actively monitor systems, networks, and applications to detect and address issues before they impact business operations. Our team maintains service levels, responds to incidents, and manages change requests to keep your environment stable and secure. We also provide ongoing support to address technical needs and ensure a positive experience with our IT services.

We are committed to delivering reliable and consistent IT services that meet the unique needs of your business and contribute to your overall success!
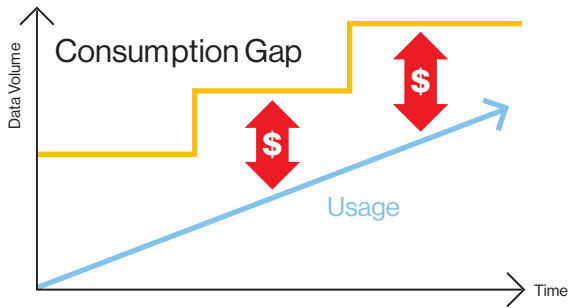
30 years

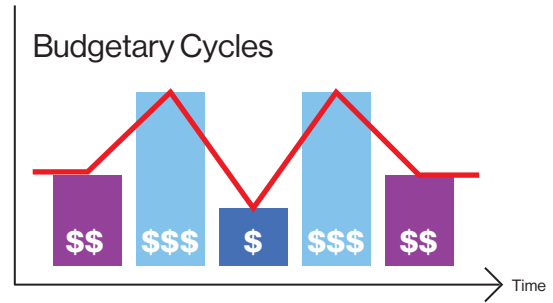**Hitachi Vantara Expertise:** 30 years of technical leadership

80%

Hitachi Vantara Global Services: More than 80% of Fortune 100 companies trust Hitachi Vantara to help them develop new revenue streams, unlock competitive advantages, lower costs, enhance customer experiences, and deliver social and environmental value.

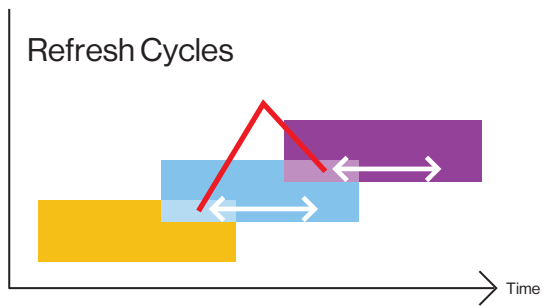# Changes in Your IT Environment Can Amplify Issues

Consumption Gap

Growing Consumption Gaps

Mismatches in resources needed for peak demand and growth compared to the amount of resource being used. Also, the inability to timely consume new features and functions due to staff learning curves.

Budgetary Cycles

Faster Budgetary Cycles

Traditional fixed budget cycles that require accurate long-term forecasts are out of step with the fast pace of change the business needs to respond to market conditions.

Refresh Cycles

Frequent Refresh Cycles

Without the right expertise and automation, expansive data growth, more complex use and resulting changes to IT infrastructure, cause disruption and higher costs.

Data Protection

Data Protection Criticality

Data protection has become more critical and more difficult due to the perfect storm of increased threats, more mission critical data, and more data being put into use for analytics.
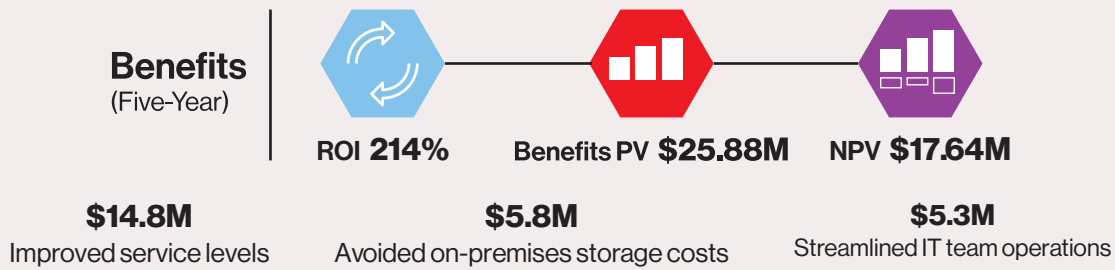
Build Business Value Faster with EverFlex Managed Services

We can manage infrastructure running enterprise and custom applications, either remotely and/or on-premises more efficiently and at a lower total cost of ownership.

The Total Economic Impact™ of Managed Services From Hitachi Vantara for XaaS

Benefits
(Five-Year)

ROI **214%**   Benefits PV **$25.88M**   NPV **$17.64M**

$14.8M
Improved service levels

$5.8M
Avoided on-premises storage costs

$5.3M
Streamlined IT team operations

EverFlex Managed Services

- Hitachi EverFlex Managed Services offer a more intelligent approach to resource consumption across technology and IT staff.
- Leveraging our experts, your organization has immediate access to advanced technologies and best practices that may not be available in-house.
- It minimizes risk by providing SLA-backed service capabilities that are guaranteed, ensuring reliability and continuity.
- This service aligns costs with business needs, allowing scalability up or down as demands change over time, optimizing resource utilization.
- By shifting on-premises resources to a cloud-like consumption model and adopting a pay-per-use approach, total cost of ownership is reduced.
- With Hitachi EverFlex Managed Services handling routine IT tasks like maintenance, monitoring, and troubleshooting, your company's internal IT team can focus on activities that directly contribute to the organization's core business objectives.
- Instead of investing in large IT teams, you can now redirect your focus to more strategic activities, fostering business growth while leaving IT operations to us.

Choose Hitachi Vantara Professional and Managed Services as You Run, Optimize and Transform Your Business

Technology enables faster, more reliable decisions that fuel smarter innovation and operations. Hitachi Vantara offers services to meet your specific strategic needs for digital infrastructure.

Contact us today for a free assessment of how EverFlex Managed Services can create more value and reduce risks for your IT organization.

For more information on Hitachi EverFlex Managed Services visit →

About Hitachi Vantara

Hitachi Vantara is transforming the way data fuels innovation. A wholly owned subsidiary of Hitachi, Ltd., we're the data foundation the world's leading innovators rely on. Through data storage, infrastructure systems, cloud management and digital expertise, we build the foundation for sustainable business growth.

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