



Partner Success

## Service provider banks on end-to-end services

Westcon  Comstor

### Complete services solution scales to support expansion of challenger bank

#### Challenge

Our partner, an IT infrastructure and services provider, hosts a UK-only Network Operations Centre (NOC) and was unable to scale its in-house service to meet the growth across EMEA of its end customer, a global challenger bank.

The services provider required a partner who could provide consistent solution design, a dedicated, trusted technology consultant, and a sophisticated engineering base to deliver smooth implementations across EMEA.

They also wished to keep their third party outsourcing partners to a minimum.

#### Solution

The Westcon-Comstor team built a complete solution from consultancy workshops and solution design to device staging and project management.

We took care of onsite implementation (across EMEA) with go-live support and training, followed by ongoing 24x7 proactive care package.

#### Result

Our Westcon-Comstor 24x7 support solution gives the service provider complete control and visibility across its customer's IT. It also frees up valuable resource and time to focus on their core business goals.

Our agility and flexibility ensured we have been able to scale and keep pace with the banks' growth across EMEA, with further expansion expected in APAC and the US.

This has strengthened our strategic partnership with service provider by allowing them to expand their current service offering beyond UK.