auxis
CONSULTING & OUTSOURCING

Auxis Helps Leading Automotive Retailer Transform the IT Organization to Become a True Business Enabler while Improving Operations and Reducing Costs by 50%

CLIENT

Largest franchisee of quick lube retail stores in the country based in Irving, TX with 540 locations from coast to coast. The company serves nearly five million customers each year through 3,500 team members. In addition to the company's signature oil change services, they also provides air condition and filtration, alignment, tire, brake, battery maintenance and replacement, and transmission services - plus many more vehicle maintenance services.

BUSINESS CHALLENGE

In 2012, the company was purchased by a private investment firm with whom Auxis had already had an established relationship with. The investment firm looked to Auxis to help get the company's IT infrastructure, technology processes and professional services under more control. Their IT was poorly run and was being operated by a small IT team who was spread out too thin. The key challenges the company was facing, included:

▸ They were using legacy and inefficient hardware in the data center.

▸ There were frequent and long periods of downtime, and disaster recovery plans were insufficient or non-existent.

▸ There were no standard procedures in place and documentation was scarce, if non-existent.

▸ End user experience was poor due to a lack of quality IT support services

The company was looking for a partner that had the right skills and experience to transform the IT environment, processes and operations, as well as manage and support the IT and end user environment on a 24x7x365 basis.

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SOLUTION

To help the organization achieve its business and operational goals, Auxis was tasked with the following:

CLOUD MIGRATION - To improve employee productivity and lower software licensing costs, Auxis migrated productivity applications to Office 365 hosted on Azure.

CONVERGED INFRASTRUCTURE - To improve infrastructure operations across network, storage and compute tiers, Auxis deployed Nutanix converged infrastructure in their data centers.

GOVERNANCE & OPERATIONS - Auxis assisted the local teams in creating the support processes using the ITIL framework needed to properly manage all the workloads in the data center and in the cloud with a high emphasis on controls and proactive management.

NETWORK MONITORING - Auxis implemented 24x7 network monitoring controls to improve infrastructure and application performance, as well as security.

NETWORKING IMPROVEMENTS - Auxis deployed Cisco firewalls and switches to improve security, as well as automated systems to keep security software up-to-date. A total network redesign was performed in order to improve security, performance and reliability.

BUSINESS APPLICATIONS AND OS SOFTWARE - Auxis implemented an automated system to update and patch critical applications to enable better security and application performance. To enable an increasingly mobile workforce, Auxis also implemented remote desktop management services.

SERVICE DESK - Auxis provides 24x7x365 help desk services from its nearshore customer support center in Costa Rica, with a dedicated Service Delivery Manager that works directly with company executives and store personnel.

REPORTING AND DOCUMENTATION - Auxis provides detailed reports on application and infrastructure performance to the company, as well as documentation to provide measurable insight into overall IT and operations performance levels on a regular basis.

RESULTS

By outsourcing the company's IT and help desk to Auxis, they were able to achieve the following benefits:

- **~50% cost reduction:** Through Auxis' cloud transformation strategy, client was able to reduce total cost of ownership in their data center by more than 50%, enabling to eventually move completely away from relying on a physical data center to be 100% in the cloud. At that point, client will realize even more cost savings.

- **Increased business focus**: With Auxis providing 24x7x365 managed IT services, the company has been able to focus on the core business strategy and innovation, while Auxis handles the monitoring, management and support of critical IT infrastructure.

- **Improved business continuity**: By eliminating infrastructure and application downtime, the company can guarantee that its franchise partners are always up and running to maximize profitability and improve the customer experience.

- **Increased productivity**: With 24x7x365 access to help desk services in our Costa Rican call center, tickets can be resolved more quickly and easily, enabling higher workforce productivity. Remote desktop management services also enable an enable an increasingly mobile workforce.

- **Business peace of mind**: Auxis governance, security and management practices gives the organization the confidence that their data is protected in the event of an attack. Regular reporting and careful documentation ensures also that they are always prepared in the event of an audit.