

Data management and the benefits of outsourcing

How TCC Technology's decision to outsource its data centres to HP has brought the skills and best practices needed to strengthen its leadership.



TCC Technology Co, Ltd (TCCT) is currently one of Thailand's largest commercial data centre management services providers. Founded in 2001, as a part of the Thai Charoen Corporation Group, the company today operates two data centres. The first, Empire Tower Data Centre (ETDC), has hosting space of 200 sqm, and was built to incorporate high availability, redundancy and security into all aspects of data management. The second is the Bangna Data Centre (BNDC), which provides a hosting area of approximately 800 sqm with modern facilities designed for mission-critical applications.

With an impressive client list that includes government agencies and multinational corporations, TCCT's portfolio of services comprises Co-location Services, Managed Services and Disaster Recovery Services.



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Mr Lance G. Stanford,
President, TCC Technology.



Name

T.C.C. Technology Company Limited
(TCCT)

Headquarters

Bangkok, Thailand

Telephone

66 2 626 0000

Founded

2001

Branches

2 data centres
(Empire Tower Data Centre
and Bangna Data Centre)

Major Shareholder

Berli Jucker Public Company Limited
and TCC Holding Company Limited

Market value

Registered capital of
THB 180 million

Why outsourcing was needed

As the market-leading data centre services provider, TCCT recognised that in order to meet the rapidly rising expectations of clients, it was essential to enhance both its portfolio of services and customer experience. With this in mind, the company believed that it was important to find the right partner who could offer the global implementation experience needed to accomplish this. In essence, the company was looking for a partner with first-class data centre management experience and a proven track record.

From the outset, TCCT's management could see the potential benefits a partner could bring to the company. A world-renowned outsourced data services provider would allow the transfer of international-level skills and best practices in data centre management. By providing all the technical know-how externally, it would also allow TCCT to focus its own resources on developing business opportunities and building strategies that were pivotal to the company's success.

The selection process:

A question of commitment

The TCCT management team believed that the company should not rush to select a suitable strategic partner. Instead, it held a series of discussions with most of the major data centre management outsourcing service providers operating in Thailand to find out what their strengths were, and then made its selection on the benefits each provider could bring to the company.

“We gained a feeling of reassurance and commitment from HP that they considered us strategic to their operations,” explained Mr Lance G. Stanford, President, TCC Technology.

This commitment had been demonstrated as early as June 2003, when TCCT called for an internal strategic meeting to determine how to proceed. With the aim of stimulating “out-of-the-box” thinking, the company decided that a third-party moderator would be beneficial to discussions. As a result, HP sent a number of their senior local and Singapore-based executives to participate in the meeting on a no-fee basis, so they could share HP's knowledge and experience of similar operations and provide TCCT's management with invaluable insights into the challenges ahead. This was a level of commitment that other data centre management services providers simply had not offered, and proved to be a critical determining factor in the final selection process.

To confirm their decision, TCCT management inspected HP operations and visited a similar HP Managed Services site in Singapore, which reinforced their confidence in HP's commitment, expertise and service quality.



HP's scope of work

Following the selection process, it was decided that TCCT's contract with HP would cover all the following areas of TCCT's operations:

Data Centre Management

HP would provide TCCT with proven single-source data centre service solutions. HP's modular Data Centre Environment Services portfolio included site preparation and verification, assessment, renovation, design and relocation. It would also provide equipment layout and installation, site selection, and ongoing maintenance. A highly experienced HP services team worked closely with TCCT to determine the most economical solutions, and coordinate all activities and resources required.

Server and Network Management

Through HP Standard Server and Network Management, TCCT would realise across-the-board improvements in system availability that would enhance and support business applications. HP Standard Server and Network Management would leverage HP's customised OpenView set of tools, allowing data services centre management to be handled remotely or hosted from an HP data centre, with detailed reporting that enabled early identification of potential problems.

The End Result

Pointing to the key business benefits of this project, Mr Stanford said, "TCCT gained instant credibility in the marketplace as a direct result of forming a partnership with HP, whose technical expertise and service commitment played a very important role at this early stage of the company's development.

In today's economic climate, financial institutions are implementing business continuity plans and disaster recovery policies, with the Bank of Thailand and third-party auditors requiring that banks' secondary site data centres meet required standards."

Indeed, financial institutions are now re-evaluating existing secondary sites and expanding facilities. They are moving away from a "resource sharing" approach to a "dedicated hosting" approach, because of diverse hardware requirements and lower prices. Data centre providers therefore need to be flexible, as today's customers prefer "network neutral" data centre providers over the facilities offered by traditional ISPs and telecommunication services providers.

"By partnering with HP, TCCT can better respond to today's customer demands for outsourcing, disaster recovery and business continuance planning," concluded Mr Stanford.

The challenges:

Customer Challenges

- Gain credibility in the marketplace as the leading commercial managed data services management provider
- Respond to increasing customer demand
- Demonstrate best practices, skills, experience and technology

Business Challenges

- Provide positive financial returns to shareholders
- Deliver cost effective, reliable, secure and value-added services to customers
- Leverage appropriate innovations to enhance services offered and become the preferred technology services provider in Thailand

IT Challenges

- Manage 2 data centres
- Provide a range of services to customers including:
 - Co-location services
 - Managed services
 - Disaster recovery services
- Managed Services including:
 - Operation Support:
 1. Ad hoc services
 2. System-level administration
 3. Tape backup and management
 - Monitoring Services:
 1. Availability monitoring
 2. Resource monitoring

Challenges	Solutions	Results
<ul style="list-style-type: none">• To respond to increasing customer demand• To provide positive financial returns to shareholders• To deliver cost effective, reliable, secure and value-added services to customers	<ul style="list-style-type: none">• HP Standard Server and Network Management• Data centre management expertise• Data centre operational process in line with HP global standards	<ul style="list-style-type: none">• Efficient management of 2 data centres• Capability to provide customers with wide range of services