A Review of Transformative Managed Service Provider Solutions

Three Case Studies Focused on Improving Operational Excellence

Managed Service Providers (MSPs) are essential to ensure seamless business operations by outsourcing critical IT tasks. MSPs provide bolstered security, and perpetual enhancement of IT systems, enabling companies to stay laser-focused on their core objectives devoid of IT-related hindrances.

At Asponte Technology, our MSP solutions have been instrumental in executing the digital transformation of many noteworthy organizations, creating a strong foundation for their growth.

In the following case studies, we listened to our clients' concerns, located the pain points, and customized our services to significantly enhance their operational performance through the creation of a robust and reliable IT solution.

Business Challenges

Facing performance-related issues on their website, Ortho Clinical Diagnostics, the global med-tech firm, sought expert intervention to diagnose and resolve the underlying network issues. A thorough analysis pointed to network-level glitches causing substantial delays, with requests taking over 60 seconds to process. Our initial consultation with IBM Support and following Network Trace and Problem Analysis confirmed our findings, laying the groundwork for a comprehensive remedy.

Our Approach

Asponte's approach involved a thorough review and optimization of Ortho Clinical Diagnostics' network infrastructure, supplemented by a robust monitoring system to track and preempt future performance issues.

A managed services plan for their portal DX was developed to cover platform maintenance, operational support, infrastructure maintenance, incident management, and application maintenance, leveraging key technologies like HCL Digital Experience and IBM WebSphere Application Server.

The goal was a significant improvement in their website's performance and stability, enhancing user experience for both internal and external stakeholders. This method emphasized proactive monitoring and addressed issues within their existing DX platform, reducing IT support requests to normal operations, and restoring their website as a reliable portal.

Results

The performance complications on Ortho Clinical Diagnostics' website were successfully resolved. Our tailored managed services package provided a significant improvement in the website's performance and stability was achieved. This translated to an enhanced user experience for both internal and external stakeholders.

Proactive monitoring under Asponte's managed services umbrella ensured that any issues concerning the HCL DX platform were swiftly addressed, bringing support requests back to normal operations, and reinstating the website as a reliable portal for Ortho's expansive service offerings.

Business Challenges

Long Island Power Authority (LIPA) engaged Asponte to transform their employee intranet from a static document repository to a dynamic digital hub. The goal was to create a modern, user-friendly platform that promotes engagement and facilitates easy access to essential resources. An extensive review of their existing system, LIPAnet, and in-depth discussions with project sponsors and employees highlighted the existing pain points and set the stage for the user-centric overhaul needed.

Our Approach

Our strategy embraced a human-centered design approach. We centered our work around the thoughtful employee feedback we received to ensure the revamped intranet would resonate well with its user base.

The transformation included the introduction of user-specified bookmarks for personalized navigation and a transition to a drag-and-drop authoring experience. These empowered content editors with a host of layout options and interchangeable components. Integration of Microsoft authentication streamlined access to SharePoint documents through the revamped LIPAnet, enhancing overall user satisfaction.

The technology backbone of this project was supported by the HCL Digital Experience and Microsoft Azure, each playing a crucial role in redefining the intranet experience at LIPA. Thanks to these combined elements, LIPAnet evolved into an interactive, easily navigable platform, significantly boosting engagement and user satisfaction.

Results

LIPAnet 2.0 received a warm welcome from their employees, and many noted increased organizational coherence among teams, supported by a significant surge in overall engagement. The modernized intranet boasts a sleek visual design and embodies a user-centric approach, fostering a sense of community and ease of communication among the employees. Through this renovation, LIPAnet has successfully transitioned from a traditional document repository to a dynamic, engaging, and accessible digital workspace.

Business Challenges

OG&E Energy Corp has a broad customer base spanning Oklahoma and western Arkansas. These customers faced recurring performance complications with OG&E's website platform hosted on virtual machines (VMs) in the cloud. The growing complexity of the platform's content, and an inflexible infrastructure that faltered under high demand, necessitated a forward-thinking solution. A migration from VMs to a containerized system in Kubernetes could notably enhance resiliency and scalability during traffic surges, but this had to be done with a minimum of downtime for that large customer base.

Our Approach

Asponte backed the migration endeavor by initiating a setup of Kubernetes clusters in the first phase, transitioning a segment of their existing HCL Digital Experience platform to its cloud-native version. This phase harnessed Kubernetes' auto-scaling, self-healing, and rolling update features to bolster the platform's resilience and minimize downtime.

The success of the initial phase propelled OG&E into the second phase, where the entire HCL Digital Experience platform was transitioned to Kubernetes. This comprehensive migration, coupled with Asponte's managed services post-migration, ensured a smooth operational continuum, significantly improving the platform's performance and resilience.

Results

The technological pivot, underpinned by HCL Digital Experience and Kubernetes, established a healthy platform capable of withstanding severe traffic spikes, securing a seamless user experience even during challenging weather outbreaks that historically surged traffic.

Our managed services plan played a pivotal role in ensuring a seamless migration and operational continuity, thereby underscoring the transformative potential of a well-executed migration strategy paired with robust managed services.

Analysis

A proficient Managed Service Provider (MSP) is vital to creating and maintaining operational excellence. Our work with Ortho Clinical Diagnostics, Long Island Power Authority, and OG&E demonstrate the transformative power of managed services and strategic technological implementations.

These unique situations emphasize a common theme - Asponte Technology, through our skilled expertise and client-centric approach, facilitated the digital transformation of these organizations. Each client required an innovative solution, ensuring a resolution, and an upgrade to a more resilient, efficient, user-friendly digital environment.

With the right partnership, MSP services can elevate an organization's operations, user satisfaction, and business trajectory. Through continuous engagement and a nuanced understanding of client needs, Asponte Technology provides the transformative managed service solutions needed for success.

About Asponte

Asponte Technology is a veteran-owned software consulting and development company that has successfully collaborated with Fortune 1000 companies. They offer a comprehensive range of services, including custom development and infrastructure solutions, software sales, cloud migrations, and hosting options. With a strong emphasis on aligning technology with business strategy, Asponte delivers not only technical expertise but also value-added digital solutions that enhance user satisfaction and achieve key business goals.
With a focus on reliability, proven technology, and security, Asponte provides managed infrastructure, platform, and software solutions for clients in need of enterprise-grade capabilities. Their extensive expertise in Management Consulting Services allows them to offer strategic guidance alongside technical implementation. By combining these elements, Asponte empowers businesses to optimize their operations, improve efficiency, and stay ahead in the competitive digital landscape.

Asponte Technology
11523 Palm Brush Trail, suite 137
Lakewood Ranch, FL 34202

888-926-9434