



Business Sector—International Cosmetics

Giant French international cosmetics company chooses
MTI storage support services

“We have come to really value the MTI partnership, every day they prove their worth to our organisation.”

IT director



The IT Challenge

A house-hold name in cosmetics based in Paris, with a brand that spans the World, recently came to MTI for help with its storage infrastructure. It was unhappy with the support it was getting both in France and across its international operation and so was looking for a new storage partner. They were looking for a company that understood EMC Networker backup software and EMC Clariion storage systems, for design, implementation and ongoing support. It seems that their existing supplier was simply not up to the job.

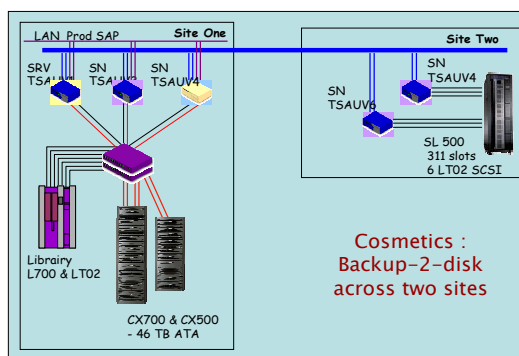
The Solution

MTI was called in to help in specific local areas at first as the customer took time to check out MTI and ensure it was the right choice going forward. After initial success, the customer gradually expanded its trust and reliance on MTI to the extent that a partnership quickly evolved that spanned much of the customer's business empire and it could be said that MTI had well and truly passed the test.

Today MTI provides help and assistance across a multitude of facilities and is constantly expanding its level of engagement.

The Result: ongoing additional projects

This recent project came as part of this ongoing relationship and involved cross-site support for a range of applications and business processes; SAP in both production and development environments, Exchange and archive. The two sites provided backup facilities with cloned data cross-sited on standardised technology; EMC CX fibre channel SAN arrays, ATA drives in a backup to disk arrangement, EMC Networker backup software and large auto-



mated tape silos. MTI provides ongoing support management for the storage infrastructure with its own customer service personnel closely engaged and committed to providing total customer satisfaction.



About MTI

MTI is a leading international provider of consulting services and comprehensive information infrastructure solutions for mid to large-size organisations. With more than 20 years of expertise as a storage technology innovator, MTI is uniquely qualified to assess, design, implement and support whole-office data storage and backup initiatives. MTI enjoys strategic partnerships with industry leaders. MTI offers the best data storage, protection and management solutions available today. By employing a strategic, consultative approach, MTI provides customers with a single point of contact that eliminates complexities while delivering operational efficiencies and competitive advantages. More information is available at www.mti.com.

Case Study