



## **Flexible Smart Support for TSM ensures service and reduces cost for ASICS Europe B.V.**

**ASICS Europe was looking for cost-effective support services for their existing IBM Tivoli Storage Manager environment. Aprycus' Flexible Smart Support package for TSM provided the service ASICS was looking for and allowed for cost reduction at the same time.**

ASICS Europe B.V is the European headquarters of Japanese sporting goods manufacturer ASICS, renowned for its running shoes with GEL cushioning technology. ASICS approached Aprycus in search of technical support services for their existing IBM Tivoli Storage Manager environment. They needed to be compliant as to data retention requirements within ASICS worldwide and ready to pass yearly audit procedures . At the same time, cost needed to be reduced as to the daily tasks for data storage management and backup/restore.

### **Flexible Smart Support Services**

In order to help ASICS Europe meet both their goals as to compliancy and reduction of cost , Aprycus proposed a bundle of services called Flexible Smart Support (FSS). This bundle includes initial consultancy level support, followed by a combination of day-to-day monitoring, change management support, incident management, servicedesk ,standby specialist-support, as well as (periodic) onsite support.

By choosing one or more of these support modules, ASICS was able to assemble a Tivoli Storage Manager support bundle that fitted their budget.

### **Consultancy**

After the initial healthcheck, the TSM environment was reconfigured to allow for reliable backup (including DRM) and fast restores of primarily Lotus Domino and SQL database data. Data retention requirements were met and ASICS was able to pass the yearly audits.

### **Daily monitoring**

In addition to the initial consultancy module, ASICS chose the daily monitoring package to reduce personnel cost. The Aprycus TSM team would login briefly every day to check TSM backups and housekeeping, thus freeing ASICS staff to focus on other tasks.

### **Specialist support**

In order to keep the storage infrastructure in line with data growth, specialist support was provided, whenever needed, both as to TSM as well as the Tape Library. Edwin Idema, sr. manager infrastructure Europe at ASICS : “ Aprycus is a great company with a lot of expertise on tape-solutions”. Bertram le Duc, CEO Aprycus, adds: “ With our “ticket strip” invoicing system , it was easy for ASICS to call us and request extra specialist support” .



**Benefits**

By choosing the Flexible Smart Support package of Aprycus, ASICS was ensured of service, while only paying for the actual time spent. Fast access to TSM specialists, without long formal procedures, was one of the key benefits. Furthermore a “ticket strip” invoicing system made it easy to call for extra support, whenever required.

Bertram le Duc, CEO of Aprycus concludes: “ Flexible Smart Support has been at the heart of our four year partnership with ASICS Europe. A partnership that we value very much and look forward to continue into the near future”

**About ASICS Europe B.V**

ASICS Europe B.V is the European headquarters of Japanese sporting goods manufacturer ASICS, renowned for its running shoes with GEL cushioning technology.

ASICS stands for "Anima Sana in Corpore Sano," a Latin phrase expressing the ancient ideal of a sound mind in a sound body. Founded in Kobe in 1949 by Kihachiro Onitsuka, the company designs, manufactures and markets performance footwear and apparel under the brand ASICS, and urban wear products under the heritage brand Onitsuka Tiger.

website: <http://www.asicseurope.com>

**About Aprycus**

Aprycus is an IBM Premier Business Partner and IBM System Storage Specialty Partner, accredited at Gold level by IBM for their Tivoli Storage Manager skills . Aprycus offers consulting, design, implementation and training services. These services are complemented by State-of-the-art software and hardware products.

Website: <http://www.aprycus.com>

<p><b>Do you want to know more?</b>                  Aprycus bv                  Brink 7                  5236 AR s'-Hertogenbosch                  The Netherlands                  Tel : +31 (0)73 850 95 85                  Email: <a href="mailto:info@aprycus.com">info@aprycus.com</a>                  Web: <a href="http://www.aprycus.com">www.aprycus.com</a></p>	<p><b>Aprycus is:</b></p> <ul style="list-style-type: none"> <li>&gt; Premier IBM Business Partner</li> <li>&gt; Authorized IBM reseller of POWER servers, High End Storage and PureFlex</li> <li>&gt; IBM System Storage Specialty Partner</li> <li>&gt; IBM Gold Partner for Software: Tivoli Storage Manager</li> <li>&gt; IBM Centre of Technical Excellence</li> <li>&gt; Netapp/LSI OEM Partner</li> </ul>
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