



Kyocera Data Centre Management



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The data centre may not be dead, but it is changing.

It may seem like the whole world is moving to the public cloud, but the reality for most businesses is a more considered, hybrid approach. According to Gartner, by 2025, 85% of infrastructure strategies will integrate on-premise, colocation, cloud, and edge delivery options, compared with 20% in 2020.¹

80% of organisations reported repatriating workloads or data from the public cloud to a private cloud or on-premise data centre. Although public cloud offers the benefits of speed and agility, for many, private cloud will always be part of their strategy, especially where they need to meet stringent data sovereignty rules or need to guarantee performance for mission-critical applications. Others are choosing to move certain workloads back to private cloud where benefits may not have been realised in the public cloud. An IDC survey shows over 80% of organisations reported repatriating workloads or data from the public cloud to a private cloud or on-premise data centre.²

The big question remains, then, for those whose future is a hybrid approach to private and public cloud; how you do manage, proactively maintain, and update the physical assets in your private data centre environment whilst also delivering what the business needs in terms of innovation and cloud transformation?



We manage your physical data centre assets, so you don't have to.

Kyocera take care of what is needed now to keep your business running without disruption, whilst also guiding and improving your future hybrid cloud journey. As a cloud-centric managed service provider (MSP) with significant global experience in managing data centre hardware for some of the world's largest brands across the globe, we are perfectly placed to support your complex needs.

We offer a range of onsite and remote services that go beyond break-fix, including proactive monitoring and maintenance, asset lifecycle, and warranty management. We leave your IT and Facilities teams free to focus on more strategic work with the peace of mind that if anything breaks, we'll fix it — often before you are even aware of a problem.

No matter which hardware vendors you have bought from or what care plans you have in place, we take care of it all — one bill, one point of contact.

And, if you need to relocate your data centre, we can help. Whether it's a complete move to a colocation facility or just some assistance moving physical assets to a different site, our specialists will work with you to agree a plan and execute on time and in budget.

Our business-focussed, cloud-first approach means we are perfectly placed to guide you on what's best for your business, helping you sweat existing assets whilst making the right decision for future investments as you progress your journey to hybrid cloud, including understanding the best placements for all your different workloads and applications to deliver the right business outcomes.



Kyocera Global Data Centre Management.

Beyond break-fix — The business benefits of Kyocera Data Centre Asset Management

With all your hardware assets looked after, you're free to focus on what your business needs next, safe in the knowledge that you have a secure, well maintained infrastructure as a platform for future innovation including virtualisation and cloud transformation:

- Extend the life of your data centre hardware, optimising costs and maximising existing investments
- Reduce risk of downtime or disruption
- Access the multiple skills sets required to manage all vendor hardware and firmware without having to invest in your own team
- No need to deal with often lengthy, cumbersome vendor processes, call centres, and services to manage your hardware

Insight-led for better results

We take a unique business analyst-led approach to understanding your organisation's current state, for example identifying which workloads and applications to keep in your data centre and which to move to the cloud, and then ensuring they are safely and proactively maintained.

This approach, managed entirely by our in-house team of experts, helps you better understand how your business is using IT, how it's being supported, and where the potential issues lie. From this, we are then able to recommend the right data centre services, ensuring better alignment between IT and business goals.

Our range of data centre management services include:

1. Proactive maintenance and monitoring of hardware assets, onsite and remotely, predicting failures before they happen, and minimising any unscheduled downtime
2. 24/7/365 help desk run by our experienced and highly trained data centre experts
3. Ongoing management of hardware vendor's care packs and warranties
4. Asset lifecycle management
5. Firmware management
6. Third party contract management
7. Data centre relocation or moving of assets
8. All supported by our highly trained and experienced field engineers



How Kyocera can help your business.

We help you extend the life of your data centre, maximising your existing investments and providing support even when a warranty has expired.

By managing the lifecycle of your hardware, we can ensure your storage, compute, or networking assets are fully supported and/or upgraded as needed, without you having to worry. We work with all the major hardware manufacturers, taking on their care plans on your behalf and delivering additional break-fix and proactive monitoring and maintenance services at the best price with one single point of contact. Where vendors no longer provide suitable warranty and hardware coverage, for example where products have done end-of-life, we provide suitable cover to ensure your hardware keeps running.

Customer benefits:

- Access substantial savings by working with a single supplier, freeing up budget for other projects
- Ensure your data centre hardware can run for longer, even beyond end-of-life dates
- Protect existing investments, where a data centre upgrade is not currently feasible

Kyocera help you reduce risk and minimise downtime, without your team having to worry about it.

By proactively managing your hardware assets, we can spot issues faster, even predicting failures before they happen. And, if changes are needed, such as upgrades, physical maintenance or relocation, we can make sure downtime is scheduled when it will have the least impact on your business.

Customer benefits:

- Maintain uptime without the worry of managing assets yourself
- Reduce risk of business disruption, ensuring continuity of service and customer experience (CX)
- A team ready to react, no matter what time of the day or when a problem occurs

You get access to the skills and experience to maximise your data centre assets and support you on your journey to hybrid cloud.

We bring together old-world skills, engineers who can swiftly and expertly replace and maintain end-of-life assets without disruption, with a broader understanding of new digital

architectures combined with business analysis to ensure the right strategy is in place, for example ensuring the correct placement of workloads as you progress to hybrid cloud.

As a Kyocera customer, you can also access our depth of experience across ICT including cloud, UC, and Print Management to help you make more informed decisions for the future of your business.

Customer benefits:

- Access specialist IT skills without having to invest internally
- Reduce costs — free up headcount to focus on more strategic projects
- Reduce downtime

Putting our knowledge to work with a global financial services organisation.

With 6 global data centres and 300,000+ assets including 500 servers in their London-based data centre, our customer faced a huge challenge when it came to managing and maintaining their hardware, 80% of which was HPE.

They were unable to stay on top of their assets, warranties, and asset lifecycles but didn't want to allocate their technical infrastructure teams to managing it. They were finding working with multiple vendors a challenge, as they didn't always adhere to their Service Level Agreements (SLAs) or provide service reporting, and they weren't agile enough to support unknown assets as they were found. Stringent data centre regulations added to the challenge, with issues left for long periods without the correct resolution due to missing paperwork and compliance documents.

Kyocera purchased the required HPE care packs, third party maintenance, and other vendor support to manage the estate on our customer's behalf, providing a fully managed monitoring, maintenance, asset management, and break-fix service which included 4-hour SLAs for having an engineer onsite at a data centre.

Kyocera Document Solutions has championed innovative technology since 1934. We enable our customers to turn information into knowledge, excel at learning and surpass others. With professional expertise and a culture of empathetic partnership, we help organisations put knowledge to work to drive change.

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