

Client Industry – Energy

Energy company avoided costly Huawei KunLun server replacements and ensured seamless operations with Evernex's support beyond OEM service.

SOLUTION OVERVIEW



Requirement

The client faced a critical risk to operational continuity due to U.S. sanctions affecting Huawei. With Huawei discontinuing support for KunLun servers, the client urgently needed a reliable alternative to maintain stability and ensure uninterrupted power operations.



Solution

To address the client's urgent challenge, Evernex established a strategic collaboration with Huawei, ensuring uninterrupted support and seamless service continuity for the existing KunLun server infrastructure.



Services

Third-party maintenance



Location

Pakistan

ABOUT THE CLIENT

The client is an established, fully integrated power utility based in Pakistan, serving one of the country's largest metropolitan regions. With operations spanning electricity generation, transmission, and distribution, the company supplies energy to over 3.4 million residential, commercial, and industrial customers.



THE REQUIREMENT

As the exclusive electricity provider for Karachi, the client depended heavily on its production servers to maintain uninterrupted operations. However, after the warranty period ended, Huawei was no longer able to provide support due to U.S. sanctions. This created a critical gap, as the client's operations relied on OEM-backed service to ensure stability. To mitigate the risk to their production environment, the client began seeking a trusted local partner capable of delivering reliable support for their Huawei KunLun servers.

THE SOLUTION

As a trusted Third-Party Maintenance service provider, Evernex helped the client bridge the support gap by delivering comprehensive hardware break-and-fix services for their critical production servers.

The solution provided:



Proactive Maintenance:

Evernex provided proactive support, ensuring prompt issue resolution and minimizing downtime.



Flexible SLAs:

Service Level Agreements were customized to align with the client's operational requirements, ensuring timely interventions and hardware replacements.



Global Expertise:

Access to Evernex's global knowledge base enabled expert handling of the client's high-performance infrastructure.



Local Presence:

Benefited from Evernex's local presence, ensuring rapid response times and efficient issue resolution.



Cost Savings:

Achieved significant cost savings by leveraging Evernex's TPM services, reducing reliance on OEM support.

THE OUTCOME

Evernex Pakistan stands as the only Third-Party Maintenance (TPM) provider fully qualified to support and maintain Huawei KunLun Servers. Thanks to this unique capability, the energy company has avoided substantial capital expenditures—potentially three times the contract value of \$200K over three years—by opting for Evernex’s cost-effective hardware break-and-fix support. This service, delivered in close collaboration with Huawei’s technical team, ensures the client’s operations remain smooth and uninterrupted.

Minimized Downtime

Ensured seamless operations and minimized downtime, maintaining electricity supply to Karachi.

Improved Efficiency

Streamlined support processes, reducing the administrative burden on the customer’s IT team.

Enhanced Reliability

Benefited from proactive support, ensuring optimal performance and reliability of critical production servers.

Cost Savings

Achieved significant cost savings, allowing the company to allocate resources more efficiently.



"Evernex's proactive support and expertise ensured seamless operations and minimized downtime. Their flexible SLAs and cost-effective solutions have been a game-changer for us."