

Solution Profile

One Service Model. Multiple Vendor Support. Zero Complexity.

Extend ITIL-aligned services across heterogeneous IT environments.



One Operating Model

Operate Hitachi and third-party platforms under one ITIL-aligned governance framework and consistent service levels.

Multivendor Control

Unify monitoring, automation and observability across storage, compute, network and cloud environments.

Single Partner

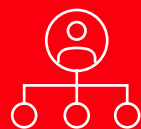
One accountable service provider serves complex, heterogeneous enterprise infrastructure environments.

Managing multivendor infrastructure increases complexity, cost and operational risk for enterprise IT teams.

Organizations today rarely operate single-vendor environments. Storage compute, network and cloud platforms often come from multiple vendors, each with its own tools, processes and support models. This fragmentation creates operations silos, increases risks and complicates services accountability.

As infrastructure estates grow more hybrid and consumption-based, IT teams struggle to maintain consistent service levels, visibility, cost control and governance across platforms. Managing and monitoring separate vendor contracts, tools and operational processes slows response times and diverts resources from higher-value initiatives.

Hitachi Vantara addresses these challenges by extending Hitachi EverFlex Managed Services Level Option (EverFlex Managed Services) to support multivendor environments through a single, ITIL-aligned operational framework.



Unified Management

Consistent ITIL-aligned service processes across Hitachi and third-party platforms.



Multivendor Observability

Single management service for health, performance, capacity and utilization visibility.



Automated Operations

AI-driven analytics, event correlations and automated remediation across environments.

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Operate Heterogeneous Infrastructure With EverFlex Managed Services

EverFlex Managed Services with multivendor management extend Hitachi Vantara's proven operational framework across heterogeneous infrastructure environments. Organizations benefit from the same disciplined governance, automation and service-level-driven operation, regardless of vendor or platform.

The solution is powered by Hitachi Virtual Storage Platform 360 (VSP 360), which serves as a single control plane across Hitachi, third-party and cloud environment. It delivers unified orchestration, centralized visibility, AI-powered analytics and infrastructure-as-code workflows, to support day-to-day operations and lifecycle management.

Hitachi Vantara Global Services, backed by Global Development and Delivery Centers in India and Malaysia, provides scalable and cost-effective service delivery. This model combines local expertise with centralized execution to deliver consistent, resilient and automated outcomes tailored to an organization's requirements.

Use Cases

Unified Multivendor Operations

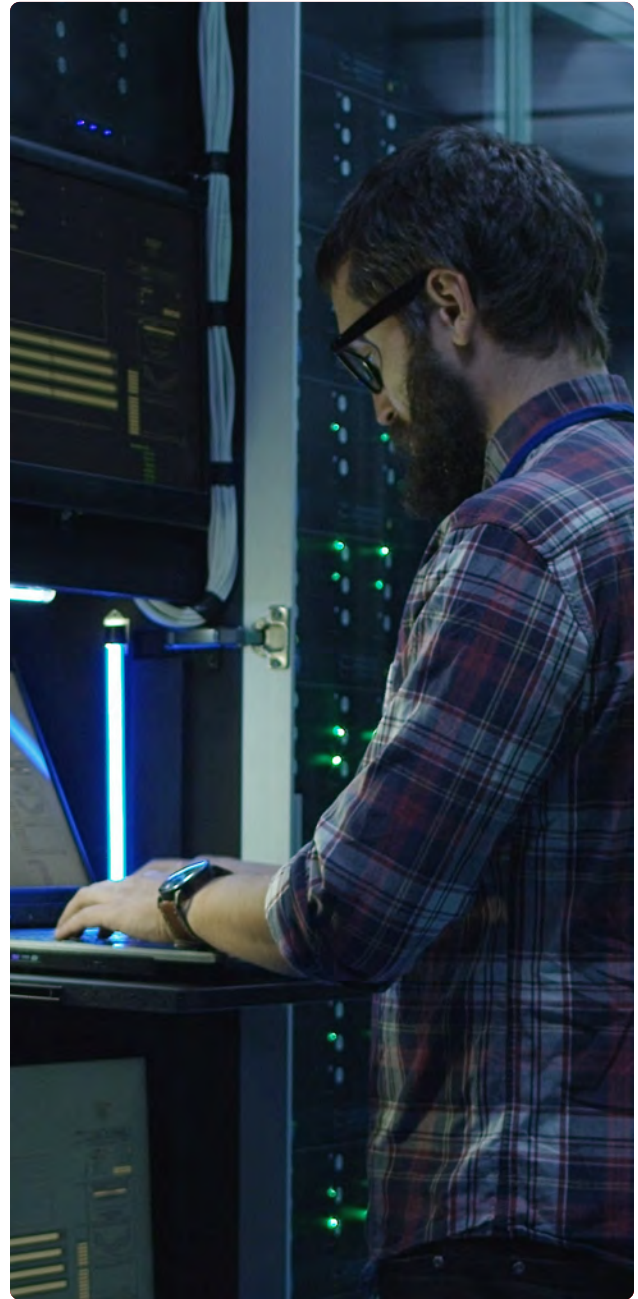
Organizations use EverFlex Managed Services to consolidate operations across Hitachi, third-party and cloud platforms. Unified monitoring, incident management and automation eliminate silos and reduce tool sprawl. IT teams gain a single view of infrastructure health and performance, improving response times and service consistency while reducing operational overhead.

Always-Current Infrastructure Migration

Organizations modernizing aging storage environments can incorporate Hitachi Vantara buy back options into migration plans. Hitachi Vantara helps with practical transition activities to manage other vendors systems while planning the retirement of legacy platforms, reclaiming residual value. We transition data securely to modern Hitachi Virtual Storage Platform One (VSP One) platforms, minimizing disruption and reducing total cost of ownership.

Service-Level-Driven Hybrid IT

EverFlex Managed Services enable organizations to align service levels, cost transparency and capacity planning across on-premises and cloud environments. Consumption-based models and unified governance ensure predictable outcomes while maintaining flexibility and avoiding vendor lock-in.



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IAG Transforms Storage Operations

Insurance Australia Group (IAG) needed to contain rapid storage growth while maintaining resilience and availability across a complex, multivendor environment. Working with Hitachi Vantara, IAG adopted an outcomes-driven managed storage model with consumption-based pricing and automated failover capabilities.

The solution streamlined storage and backup services, improved visibility and performance, and enabled cost optimization initiatives, including a 70% reduction in data center footprint. As a result, IAG reduced operational complexity, improved efficiency, strengthened data protection and gained the flexibility to scale capacity on demand while consistently exceeding service-level expectations.

One Partner. One Outcome.

EverFlex Managed Services with optional multivendor management provide a pragmatic, enterprise-ready approach to operating modern IT environments. Organizations gain one accountable partner, consistent ITIL-aligned service processes and unified visibility across heterogeneous platforms. By extending proven governance and automation beyond a single vendor stack, organizations reduce complexity, improve resilience and maintain the flexibility needed to support evolving business demands.

You choose the scope. We deliver the outcomes.

Contact Hitachi Vantara today to get a free infrastructure assessment and quote.

Contact

About Hitachi Vantara

Hitachi Vantara is transforming the way data fuels innovation. A wholly owned subsidiary of Hitachi, Ltd., we're the data foundation the world's leading innovators rely on. Through data storage, infrastructure systems, cloud management and digital expertise, we build the foundation for sustainable business growth.

Hitachi Vantara

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Hitachi Vantara is our one-stop-shop for all storage services. They instill confidence that our data is managed proficiently, so we can deliver value to our stakeholders and customers.”

Chris O'Brien
JEM Infrastructure and Cloud Services,
Insurance Australia Group (IAG)