

Infrastructure Managed Services

**DTN**

Case Study

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## About DTN

DTN is the global weather authority, combining accurate science with advanced technology and local expertise with global reach. DTN's mission is to help its customers make better weather-related decisions with products and services built on its brand values: Technological innovation, data accuracy, expertise and reliability.



DTN's team of expert meteorologists are on hand 24/7/365 to deliver the highest-quality analysis and support and is trusted by hundreds of government agencies, thousands of companies and millions of consumers every day. With offices in 17 countries around the world, DTN is perfectly placed to provide local services to a global audience.

The Dell Technologies logo, consisting of the word 'DELL' in a blue, stylized font followed by 'Technologies' in a grey, sans-serif font. Below this, the words 'TITANIUM PARTNER' are written in a smaller, grey, all-caps, sans-serif font.

## At a Glance

### Industry:

Meteorology

### The Challenge:

DTN required full end-to-end support in managing its infrastructure estate

### Solution

Complete  
Infrastructure  
Managed Service

### Benefits

- Experience and expertise
- Sole supplier to manage infrastructure
- Peace of mind
- Free up internal resources
- Quickly and easily implement changes
- Enable internal teams to build services on top of infrastructure

## The Challenge

DTN is committed to continuously improving its world-class weather solutions; pushing the boundaries of meteorological research and product development. Vital to this, DTN's infrastructure and its management of, needs to be able to support this vision.

DTN's infrastructure is the foundation for the majority of the services it provides. The ability to manage this platform efficiently was a huge priority.

In addition, the ability to quickly implement change and provide a full end to end service was vital to ensure DTN can continue to pioneer meteorological research.

# The Solution

DTN embarked on a year long, and rigorous selection process to choose a single supplier for its infrastructure management.

MTI took time to understand DTN's specific infrastructure management requirements and how they translated to improved services. After a rigorous assessment of potential partners, DTN selected MTI because of our best of breed expertise and experience around managing infrastructure.

DTN has been working with MTI since 2015 when we took on the management of key aspects of the network infrastructure, VMware virtualisation environment and DellEMC storage cluster. Our role in the organisation has expanded to include rolling out a new state of the art security firewall system across all 17 global offices. By choosing MTI to provide a fully managed service, DTN now has a peace of mind that its infrastructure is being managed by professionals 24/7/365. The infrastructure team at DTN were also able to implement changes swiftly and easily due to the service management capabilities embedded in the managed service.

Tasks like creating a new virtual machine (that previously took up to 1 week), are now provisioned almost immediately due to the self-service interface. DTN's internal teams now have more time to invest in business value creation including develop new leading edge services built on its brand values of "Technological innovation, data accuracy, expertise and reliability".

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**MTI provided expert assistance at all stages, from feedback, improvement and implementation that all adapted to our processes. The engagement allowed us to mature some of our processes too.**

Arne Altrichter,  
Platform Leader, DTN



## Results

MTI has invested significantly in dedicated expertise to support its customers IT environment and leverage over 30 years of experience. DTN and MTI has developed a strong partnership in recent years and relies on MTI's specialist services knowledge and expertise to help them maximise the investment made on technology.

MTI's expertise, understanding of technology and focus on customer satisfaction is what maintains the relationship. This is why DTN view MTI as a long-term technology partner to continually improve and strengthen the services it provides to its customers.

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