

## Case Study – IT infrastructure transition

Our client had no in house IT technical skills to manage the transition of services to a new IT supplier.

Itica provided the technical consultancy skills to ensure a smooth infrastructure transition to the new Email, Network, Data Centre and Desktop services.

### Benefits Delivered

- > Lowered Risk Profile for transition
- > Relevant technical expertise as and when required
- > Bridge between business and technical requirements

### Situation

Itica had negotiated a complete outsource of IT Services for our Client, using the Itica Process. All of the Client's IT Infrastructure services were in scope comprising, Email, Network, Data Centre and Desktop Services. Our client had no in house technical IT skills and so Itica provided a Technical Consultant to facilitate the successful migration of the services.

The primary issues faced by the client were:

- > Lack of capability to provide technical handover of current systems to their new IT partner
- > A requirement for day to day IT infrastructure management expertise during the handover
- > The need to assess the technical suitability of the designs for the proposed technology refresh

### Actions

The Technical Consultant acted as the Client's technical representative during the migration to the new services. The migration took over a year to complete and the Client was able to use the Consultant as and when required to meet the demands of the migration. This reduced the Client's costs as the Consultant was not required full time.

The Consultant worked with the Client's IT Manager to handover the current IT systems to the new IT supplier and then refresh all the services.

The Consultant took responsibility for:

- > Information provision for current systems configuration.
- > Stabilisation of current environment to facilitate steady-state running during the transition and refresh
- > Introduction of active monitoring for predictive failures
- > Ensuring detailed technical designs met business requirements
- > Implementation of new sites between handover and refresh

### Technology areas covered

- > Server and Storage Hardware
- > Active Directory
- > Backup routines
- > Internet Firewall and Proxy
- > Exchange Server
- > SQL Server
- > Cisco IP Telephony

### Results

The Client was able to successfully migrate all of the services without their own dedicated technical staff. Itica provided the relevant technical skills when required, which reduced cost and ensured that the changes met the business needs.

The Client was kept agile by enabling the implementation of sites quicker than the supplier refresh alone could achieve.

