

INFRASTRUCTURE TRANSITION CASE STUDY

Client Profile	<p>Industry: Logistics: Global 3PL and Supply Chain</p> <p>Annual Revenue: \$750M</p> <p>Countries: 23</p> <p>Locations: 100+</p> <p>Employees: 7,000+</p>
Challenge	<p>At the request of the company's parent owner, a large private equity firm, we were asked to conduct an assessment over a number of recent major P1 IT system outages, causing major disruptions to the company's clients. Specifically, to address: What were the root causes and why were the recovery times so long?</p> <p>Assessment results concluded current SLAs were not being met, recovery processes were insufficient, and the disaster recovery plan was lacking.</p> <p>Informatik Group's (IG) team then assisted Phoenix Advantage to lead a Data Center migration to a new hosting provider. This included all managed services, service desk, application, infrastructure, and network transformation for a Global 3PL Logistics Provider.</p> <p>This migration was unique and challenging because the team had to coordinate the cutovers and downtime for their global clients. When completed, our client significantly improved customer satisfaction, reduced P1 outages 10-fold, had a more robust disaster recovery plan, and realized an annual savings of \$6.0 million.</p>
Solution	<p>After we completed the planning and designing of the 'Future State,' bids were sent out to Data Center hosting providers. The decision was made to go with a hosting provider in North America with a presence in Europe and China. Our team oversaw the build-out and setup of the Data Center including all required infrastructure.</p> <ul style="list-style-type: none">• The wide area network (WAN) was updated to connect the new Data Center and each site location without changing infrastructure at the sites from a LAN/WAN perspective.• The migrations included several SAP landscapes, JDA Red Prairie, SAS and non-WMS client specific systems. Some systems were on harmonized (shared customer) platforms.• This effort included a deployment of a Global Service Desk.

Infrastructure changes and application migrations were separated into two separate efforts and were completed by a client-by-client basis. For each client migration, a 'Migration Command Center (MCC)' was established. For the larger clients, we set up the MCC in the region of the client being migrated. Regular calls were scheduled. Issues were tracked to completion or hand-off to steady state operations. An open audio bridge was always available 24 x 7 for each migration and hyper care for rapid response and resolution for any migration/transition issues that arose.

**Business
Improvements**

- Standardized infrastructure for easy Change Management.
 - Streamlined IT policies/procedures with new hosting provider.
- New Global Service Desk with datacenter hosting company to improve user support and turnaround.

**Business
Benefits**

- Improved internal customer and external client satisfaction.
- Substantially lower incident rate and more stable hosting platform with improved response time.
- New hosting provider saved the company over \$6.0M annually.
- Improved client business systems performance.