



ADVENT
one

PRECISE PLANNING AND FLAWLESS
EXECUTION ENSURES A SMOOTH
MOVE TO A NEW DATA CENTRE FOR
GLOBAL APPLIANCE GIANT

**Advent One makes all
the right moves for major
global business**

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Advent One mobilised an expert team to plan and execute a delicate move of hardware and systems from on-premise to a new data centre for the Australian head office of a large European appliance and whitegoods company.

With a small window of time and no room for error, a smooth move resulted in no interruptions to online retail sales or business operations.

A delicate 'lift and shift' for all hardware and systems

The Australian head office of the client organisation was planning a move to a new premises, which presented both a challenge and an opportunity for the internal IT leadership and team. Having established the IT infrastructure and 'grown in place' within the head office premises, moving it safely and efficiently without interrupting online retail sales and business operations was going to be difficult.

On the other hand, it offered an opportunity to make a more permanent move to a third-party data centre to avoid future 'lift and shifts' whenever the head office moved premises. In addition, moving all the IT infrastructure to a data centre offered the client a range of other benefits including purpose-built facilities and upgraded security measures.

"Our internal team had no prior experience planning or managing such a large move of hardware and systems, and we had limited internal resources to action the move. We needed experience and expertise, and fortunately we had worked previously with Advent One on a successful server refresh project so it was an easy choice to engage them for this important project."

IT leader, Global Appliance and White Goods Business

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The client has 17 sites across Australia supported by a central IT infrastructure hub, with all servers and services at that time located in the head office premises. Company-owned and operated retail outlets, warehouses and a large third-party retail channel and wholesale business are all supported by this infrastructure.

The business also operates a successful and rapidly growing e-commerce business that runs 24/7. Overall, the business needed a more permanent and reliable home for its IT infrastructure, improved services and security, and no exposure to future head office moves.

"As a company committed to enabling digital leaders to succeed, we consider it a great privilege to partner with Advent One in jointly helping our customer quickly and seamlessly "lift and shift" their digital infrastructure into an Equinix facility for optimal performance, flexibility and security as they lay the groundwork for future cloud migration."

**Grant Bowmer, Partner Sales Director,
Equinix, Australia.**

Planning a high risk move

Having decided to move the IT infrastructure to a third-party data centre, it became clear to the IT leadership and team of the client organisation that they needed external help to plan, manage and execute the high-stakes IT infrastructure move.

Not only did they have their own hardware, servers and systems involved, but other vendors such as Equinix (new data centre provider) needed to be involved every step of the way.

The client had previously worked with Advent One on a successful ERP server refresh, and after considering some other options, they determined that Advent One was best credentialed to help with this important move.



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“Everyone in the business was very nervous in the lead up to the move, but Advent One gave us a lot of confidence that the project had been well-planned and every possible outcome or issue had been considered. There was so much communication and planning that by the time the day arrived to execute the move, we were a well-oiled machine.”

IT leader, Global Appliance and White Goods Business

Advent One was tasked with overall responsibility for the move to the data centre, leading the careful risk assessment and planning process that was undertaken to prepare for the move. Working closely with the internal client team, Equinix and Advent One identified some critical project risks that needed to be addressed and carefully managed:

- Narrow window of less than 24 hours was available to shut down, pick up and move the entire IT infrastructure across the city, as well as get everything back up and running.
- The client business runs seven days per week with company-owned retail outlets and a large retail channel to support so downtime had to be minimised.
- Millions of dollars of daily online sales at risk if the move was not completed on time and e-commerce servers remained offline.

In addition to the myriad logistics and technology risks around the project, it was occurring during the COVID-19 pandemic with a compulsory isolation period in place for infected people and close contacts. This presented an additional risk that any of the team members assigned to the equipment shut down, transport or data centre set-up could be unavailable at very short notice before the narrow scheduled move window.



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“This project required flawless execution due to the millions of dollars at stake for the client's business if hardware and systems were not operational quickly after relocation. We left nothing to chance and double-checked every detail and component of the plan to ensure that everything was covered. We were all very happy with how the move went that day, or should I say, night!”

Joseph D'Agata, Senior Account Executive, Advent One

Advent One makes all the right moves

The project to 'lift and shift' the entire IT infrastructure of the client business was a precisely planned exercise in logistics and time management, organised and orchestrated by Advent One. Every detail was scenario-planned to allow for best case to worst case outcomes.

The timeline was tight to accommodate the needs of the business and largely took place over a weekend:

- Staged over a less than 24 hour period
- 7pm Friday commencement
- 12pm Saturday deadline for e-commerce to be operational
- 6am Monday for all other business systems to be operational ready for the start of the next business week

Advent One led many meetings during the planning period to help refine the operational plan and sequence of events to make it as efficient and effective as possible. For the move itself, two teams were mobilised and deployed – one at the existing premises and one at the new data centre.

Advent One had a team of five people involved during the planning phase and eight people on the ground on the day, in addition to managing other vendors and the specialist transportation crew. The project team also utilised an open Microsoft Teams meeting for the duration of the move to ensure constant communication. The operation included the following key elements to organise the IT infrastructure move:

- Detailed project plan with roles, responsibilities and timelines
- Test shut downs of servers to check recovery process and time
- Server rack design at new data centre for optimal cable runs
- Pre-cabling of new data centre
- Hardware mapping
- Equipment labelling
- Packaging/wrapping hardware
- Transportation

The project was successfully completed, and all systems were operational inside the new data centre earlier than even best case scenario planning suggested was possible.

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Moving towards a more secure future

The move of the client's hardware and systems went even better than expected and was completed in just 19 hours. The e-commerce server was operational 90 minutes ahead of deadline, and all other business systems up and running by 2pm on Saturday, more than a day and a half earlier than initially planned.

The new data centre within the Equinix facility is functioning exactly as planned with no operational or business continuity issues encountered since the IT infrastructure move. In a great result for the IT leadership and team within the client's business, the move was completed more quickly and flawlessly than predicted by even the best case scenario.

While it had its risks, the decision to move hardware and systems to a data centre and separate them from head office proved to be a very good one. Not only is the IT infrastructure protected from constant future moves if the head office relocates, but there are some significant operational benefits accruing to the business.

The cost to house hardware and systems at the data centre is offset by savings in internal resources and costs, and there has been a significant increase in security and a reduction in overall business risk from moving everything to a purpose-built facility.

The move has ultimately provided the IT team and broader client business with a sense of comfort and peace of mind that the IT infrastructure is future-proofed and able to perform at its best. The client has no plans to make another large move any time soon, but is seriously considering talking to Advent One about their next logical move – to the cloud.

“The move was a complete success, and everything went better than we had imagined in our wildest dreams. To be up and running again so quickly, the business didn't miss a beat, and that was a great result for me and my team and of course the wider business. It was a great decision to engage Advent One to run this project for us. We look forward to having Advent One by our side for whatever comes next, which might eventually be another move – to the cloud.”

IT leader, Global Appliance and White Goods Business

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Advent One drives digital transformation to ensure businesses thrive in an ever-changing and challenging world. A multi-disciplinary, hybrid cloud managed service provider, Advent One delivers infrastructure, cloud, cyber security and automation offerings to clients in all industry sectors across Australia. These offerings are supported with managed services, modern data centre and expert consulting capabilities.

Advent One is capable of addressing complex business and technology challenges for companies in the public and private sectors, with a multifaceted approach that has been developed and honed over 20 years. With award-winning and globally-recognised automation and orchestration services, Advent One is helping customers live effectively and efficiently in a hybrid world.

The Advent One team is standing by to help you transform your business for the digital world. Get in touch with our technology experts today.



EQUINIX

Equinix is the world's digital infrastructure company. We interconnect industry-leading organisations such as finance, manufacturing, retail, transportation, government, healthcare and education across a digital-first world. Business leaders harness our trusted global platform to bring together and interconnect the foundational infrastructure that powers their success – sustainably and securely.



For more than 20 years, Advent One has provided customers with specialist support for their most sophisticated technology layers. Underpinned by a deep capability across all the major enterprise technology platforms and products, Advent One has invested in people and resources to provide advisory services and implementation support to modernise and transform technology environments for the digital world. Advent One is proudly locally owned and managed, and makes customer technology challenges their own, allowing those customers to focus on what matters most in their own businesses.

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