



Migration Case Study

Customer

Shared Services Provider to public sector organisations

Background

The customer operated a complex network of services from two data centres for various customers. The leases on the data centre buildings were not being extended, so new locations were being sought, along with a strategic review of the new target infrastructure.

Services to their customers were in a multi-tenant arrangement with various separate agreements and SLAs for each end-customer.

The customer selected Metsi as their chosen partner to design and build the new target infrastructure and migrate from their current platform in order to exit the old data centres.

Challenges

- The customer opted to change hypervisor from VMware ESXi to Nutanix AHV as part of its cost saving strategy. This also meant changes to the SDN and moving away from VMware NSX to Nutanix Flow.
- Strict availability SLAs and maintenance windows for high priority health-care customers were in place.
- The customer utilised various vendor technologies including CheckPoint, Fortinet, Cisco, F5, Rubrik and these technologies will need to be migrated or transformed as well.
- The customer's network was complex with a multi-tenant network running across an active-active datacentre pair and a MPLS WAN and SD-WAN connecting many locations to the data centres.



Solution

Metsi undertook a comprehensive review of the current environment and assessed all CMDB elements within scope to ensure they were up-to-date and dependencies were correctly tracked. Metsi worked with each application owner to ensure that all information was correct and communication channels for immediate stakeholders and onward end-customers were properly captured.

Metsi delivered a High-Level and Low-Level design of the target infrastructure including the data-centre network, north-south firewalls, HCI, east-west firewall, load-balancers, SDN and backup solution. Metsi built and tested the target infrastructure as per the design and carried out a detailed plan of testing of all elements. SDN elements such as firewall rules, networks, VPCs, load balancers etc had to be prepared to be migrated or translated.

A migration design was produced by Metsi which defined and optimised the migration tooling and methodology for the customers constraints around network performance, storage capacity, migration windows and workload readiness.

A migration plan was developed by Metsi with the customer to assess and define the groups of applications and workloads in tranches and the relevant order of these based on priority, dependencies and the type of environment. The tranches were then put into a migration schedule so that the project team could engage resources, customers, applications teams etc in preparation for the migration of each tranche.

Metsi's migration teams then delivered the migration of each tranche and worked with the customer to validate and test the success of each tranche.

The migration was completed within 4 months and enabled the customer to begin decommissioning and exit of the old data centres.

Metsi provided a project warranty support package to assist with support and operations during the early life stages of the new environment, and the initial weeks during and after the migrations.



Metsi Value

By using Metsi to deliver the migration project, the customer was able to retain their staff for the important day-to-day operations that they are optimised for, and not large-scale projects which would have been at best a distraction from the normal operations, but potentially introduced significant risk due to lack of skills and experience in this area.

Metsi were able to deliver the migration of all workloads to the new data centres on time meaning that the customer could exit their old data centres on time and begin utilising their new platform, meaning quicker ROI.

Having significant experience in delivering migration projects, Metsi were able to ensure that communication and planning was effectively coordinated with all stakeholders and a focus on end-customer ensured that the customer most important part of their business; their customers, were informed and happy.

With complex migration projects that cover many areas of business and utilise many different vendor technologies like this, it can be hard to find a partner who can handle the end-to-end delivery of the project. Metsi have been delivering migration projects for many years and have amassed extensive experience in this field and can cover a large range of the industry technologies.

Metsi understand key areas in projects like these that can introduce resistance, lag and delays. Metsi work with customers to establish the best project management methodology and governance for their organisation.

They ensure that the correct level of sign-off and SLT buy-in is achieved in order to, create excellent project visibility within the customer business, build momentum, and maintain it throughout the delivery to ensure the project is successful.

