

APAC APPLICATIONS SEAMLESSLY MIGRATED TO A REGIONAL CLOUD SOLUTION

THE SUMMARY

In a strategic move to enhance their IT infrastructure, our insurance client partnered with PTS to transition from traditional Data Centres to a Regional Cloud solution, complete with an integrated Disaster Recovery service. The client had already virtualised most of their estate onto Microsoft Hyper-V, but some critical systems remained on physical standalone servers.

KEY PROJECT HIGHLIGHTS INCLUDED:

- **Data Storage Migration:** Successfully relocating core business and shared user data to the new cloud-based Data Centre.
- **Network Services Transition:** Migrating network services from the core in-country Data Centres to the cloud-based Data Centres.
- **Security and VPN Rerouting:** Updating network security and VPN services to align with the new cloud infrastructure.

The PTS team developed a comprehensive programme that included design, installation, pre-migration testing, and management of the migration command centre. This meticulous planning resulted in a zero-downtime cutover, with services restored over the weekend and ready for business operations on the following Monday.

The project's success was particularly noteworthy given that it was conducted under COVID lockdown restrictions, utilising a completely virtual execution, earning the client's appreciation for the team's exceptional performance.

INTRODUCTION

PTS was engaged by our insurance client to help plan, design, schedule, communicate, and coordinate the migration of servers, data, and applications to a new shared Cloud service. The migration was strategically aligned with the client's business needs and risk profile.

THREATS TO SUCCESS

1. **Virtual Environment:** Due to Covid lockdowns, the entire migration was conducted virtually, with only occasional visits to the Data Centre by technical engineers.
2. **Team Confidence:** The team had to gain confidence in undertaking this type of activity, especially within a virtual environment.
3. **Service Alignment:** Services had to be aligned with other projects and business change freeze periods, requiring coordination with business users for End User Acceptance Testing and sign-off.



AN EXPERIENCED TEAM WITH A TRUSTED PROCESS AND COORDINATED APPROACH

The PTS team facilitated a series of workshops and meetings with the technical teams to map out the current environment. Using bespoke templates, the technical towers documented and collated the existing status. This foundational work paved the way for designing the future state, focusing on the compute and storage infrastructure, networking, and security systems. A critical review of the applications ensured that Disaster Recovery services were seamlessly integrated into the replication strategy.

STRATEGIC PLANNING

Defining the current and future platforms was crucial. The team meticulously reviewed the migration process, identifying potential risks and formulating mitigation strategies. Collaboration with the Applications and Business Teams led to the classification of Application Groups, ensuring a cohesive migration approach.

MIGRATION BLUEPRINT

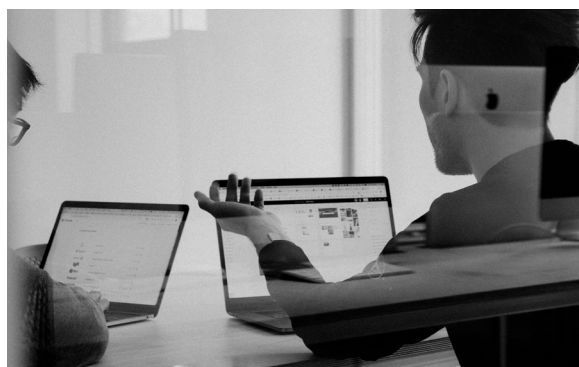
The culmination of this collaborative effort was the assembly of the entire team to finalise the Migration Plan. This plan outlined the optimal migration process and pre-migration activities, encapsulated in a comprehensive Migration Runbook—a minute-by-minute execution plan.

VALIDATION AND EXECUTION

To de-risk the migration, all services were constructed onto the new cloud platforms, inviting users to test and provide feedback on performance and functionality. This proactive approach allowed for 80% of applications to be pre-built and readied prior to the final cutover.

The migration was executed over a weekend, with data transferred and the final servers established on the new cloud platforms. A series of rigorous tests culminated in End User Acceptance Testing, ensuring all services were restored within the designated maintenance window. Disaster Recovery replication was activated, and the final clean-up was completed before the Monday morning warranty support period. With no issues reported after four hours, the project team concluded their oversight, marking the migration as a resounding success.

ENSURING BUSINESS CONTINUITY WITH EXPERTISE AND FORESIGHT



SEAMLESS TRANSITION

The client's confidence was well-placed in an experienced team whose expertise ensured a smooth transition to the new facility. The meticulous planning and execution meant that the migration occurred out-of-hours, guaranteeing no disruption to business operations.

USER-CENTRIC TESTING

Critical to the project's success was the comprehensive user testing phase, which allowed services to be reintegrated into daily operations without a hitch. This step was crucial in maintaining the continuity and quality of service that the client's customers expect.

STAKEHOLDER COMMUNICATION

Throughout the migration, a robust Communications Plan kept all stakeholders, including Corporate Governance teams like Compliance, Risk, Audit, Finance, and Security, fully informed. This transparency ensured that the business interests were always prioritised and safeguarded during the project.

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“Fantastic work from the teams on a very large and complicated project with numerous stakeholders and lots of moving parts. This was especially admirable given we are in the middle of global pandemic which presented a myriad of challenges both in equipment supply, resource challenges and the fact that many of those involved were working remotely. Fantastic achievement and well done all.”

Chief Executive Officer