COMPUTACENTER’S OPTIMISED DATA CENTRE MIGRATION APPROACH
Computacenter’s Optimised Data Centre Migration services enable public sector organisations to establish a resilient and scalable infrastructure that is cost-effective to support.

Computacenter has an Optimised Data Centre Migration Approach; an end to end and systematic solution encompassing the transition of data, applications to physical and virtual machines.

We define, audit, plan and design migration strategies. We evaluate optimal resources, create business cases and test proof of concepts in our Solutions Centre prior to engagement.

We conduct a full asset audit, identifying in-scope devices and crucially we document their interdependencies with other devices and the applications and users they support. We produce the design for the target infrastructure, consult on business communication and change. We have in depth knowledge and experience of managing third parties, software and hardware providers.

Our consultants remove your management overhead, optimise your assets and define data and infrastructure efficiencies. Our management system controls the procurement and logistics, manages all assets and professional services and delivers a reduced risk outcome.

Specialist physical relocation partners deliver against defined architectures including test and pilot moves with security cleared and trained engineers.

We deliver cost effective solutions in line with your business outcomes offering ongoing support, maintenance and managed service contracts for your new infrastructure. Our end to end solutions are ideal for Public Sector customers migrating to the Crown Hosting Data Centre.
**Business challenge**

Increased business demand for IT functionality has driven considerable data centre growth for many organisations. Often occurring on an ad hoc basis, the resulting ‘stove-pipe’ application deployments have produced inefficiencies across the data centre landscape, and many organisations are outgrowing their data centres.

Customers experience high operating and support costs as elements of the infrastructure are inconsistently utilised. And as the data centre copes with planned and unplanned demands from the business, organisations are faced with multiple facilities and sprawling server estates, rising energy bills and floor space requirements.

Inefficient processes and cumbersome IT platforms will slow down business change and become a barrier to business growth. Organisations need to ensure they are utilising all of their data centre assets through the adoption of standardised processes and flexible technologies.

At the same time, businesses are taking advantage of data centre consolidation to explore the architecture that will begin their journey to the cloud. Whether pursuing public cloud, private cloud or a hybrid, the success of any cloud strategy is rooted in the implementation of data centre initiatives, such as automation, virtualisation and optimisation.

**Computacenter solution**

Computacenter’s Optimised Data Centre Migration services help organisations establish cost-effective, resilient and scalable infrastructures. Our end-to-end services encompass:

**Strategy:** We will identify the starting point of your existing data centre environment and technologies to establish a single up-to-date view of systems and configuration. Our experienced consultants will then agree a roadmap for your data centre infrastructure, adopting approaches such as consolidation, virtualisation and storage tiering.

**Transformation:** Computacenter will reduce the risk of migrating to new data centre technologies and minimise ‘time to results’. We have considerable experience of data centre virtualisation programmes, relocation/consolidation projects, and platform migrations. Before any activities are undertaken, we will assess the requirements of each application to ensure system reliability, performance or integrity is uncompromised.

**Support:** We offer a Managed Hosting service from highly-available data centres across the UK. Our Romford data centre is the first in Europe to be Tier IV design-certified by the Uptime Institute. The service encompasses not only hosting but also supply, maintenance transformation, monitoring, reporting and disposal.

**Benefits**

**Cost savings:** Our services will optimise your organisation’s utilisation of IT assets, resources and space as well as decrease support costs. This will maximise your return on investment from existing IT infrastructure and minimise future capital expenditure.

**Business agility:** By taking advantage of new data centre technologies such as virtualisation, your organisation will have rapid access to new server resources.

**Reduced environmental impact:** An optimised data centre infrastructure reduces power and cooling requirements, which decreases your carbon footprint and energy bills.

**Risk avoidance:** Data can be protected better within an optimised data centre environment, whilst maintaining regulatory compliance and your organisation’s reputation.

**Why Computacenter?**

Computacenter helps organisations drive data centre business transformation – removing cost, complexity and barriers to change. We have an open, pragmatic approach, and always provide independent advice, working with IT departments, not around them.

Computacenter serves its clients from offices and facilities across the UK, Germany, France, the Benelux countries and Spain. We also have a support centre in South Africa and a network of global partners.

With 30 years of practical IT ‘know how’, Computacenter’s services and solutions are based on strong values:

**Repeatable best practice:** We migrate and consolidate numerous data centre activities for clients, including over 10,000 servers and related infrastructures a year. Computacenter’s Shared Services Factory captures the key elements of our most successful projects, reducing the complexity and cost of future customer implementations.

**Breadth and scale:** Optimised Data Centre Migration is just one of the many services we offer. Our Professional Services teams of over 600 staff have extensive expertise of delivering network, data centre and desktop transformation projects. The team is supported by the largest independent engineering force in the UK, and holds more than 200 vendor and industry accreditations.

**Innovation:** Our unique multi-vendor Solutions Centre enables customers to prototype, test and prove new technology investments at no risk to production systems.
**Project Definition & Readiness**
Ensures the correct controls and measures are in place for the migration by employing the best practice provided in our proven Tempo methodology. Enables stakeholders to have a clear understanding of the requirements, scope and approach. Includes discussions with the existing support functions within the organisation’s IT unit to design and incorporate the best tools and features.

**Continuous Improvement/Innovation:** A shared vision, with agreed priorities and targets. Computacenter brings years of experience developing innovative processes.

**Access to Skilled Resources:** Experience of extensive and highly-skilled consultancy and project resource ensures a rapidly mobilised project and less risk.

**Risk Avoidance:** Lessons learned from previous projects are pulled together and developed for new customers.

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**Current State Audit**
Enables an accurate understanding of the current data centre facilities, assets and processes to be captured. It takes a modular approach to support organisations at varying levels of asset understanding. These range from simple environment-focused audits to the mapping of complex business applications. Data can be fed into a central repository/Deployment Management System.

**Cost Reduction:** Reduce the cost of discovery by driving down manual effort and increasing efficiencies through automated tools and established processes.

**Risk Avoidance:** Establish a baseline of the in-scope environment, reducing risk through early identification of infrastructure complexities and interdependencies.

**Continuous Improvement/Innovation:** Accurate data/IP produced during the project delivers additional value when fed back into customer systems.
Migration Design & Planning
Computacenter will work with the customer to develop tailored, risk-profiled designs and migration plans to achieve the customer's change agenda. This will use the knowledge of the estate and the business imperatives developed and agreed during the Current State Audit and Project Definition stages.

Cost Reduction: Identify resource and migration execution efficiencies through collaborative execution planning.

Continuous Improvement/Innovation: Identify target environment requirements and improvements, including infrastructure platform and/or application services transformation needs.

Risk Avoidance: Management of business impact of application/services outages. Milestones and logistical prerequisites agreed and integrated into plan.

Target Infrastructure Design
Ensures the target data centre infrastructure is in place and tested. This would typically include consideration for all infrastructure, data centre environments and components. The operational and migration processes are tested to validate the logistical and technical approach, using a pilot of a small subset of services.

Cost Reduction: Leverage economies of scale by identifying early procurement needs.

Continuous Improvement/Innovation: Enhance and standardise IT platforms, introducing automation and effective tool-based management.

Growth/Business Change: Scalable platforms support business growth by enabling flexible infrastructure capacity.

Business Communication & Change
Provides high-level communications about the project to gain overall buy-in from the business stakeholders, as well as low-level communications to individual system owners to gain agreement for the migration approach. Business and Technical change management is included to maintain progress.

Growth Business/Change: Appreciation of the impact and risk that migration/relocation projects can bring to a business is vital, including the ongoing management of change throughout the project life cycle.

Risk Avoidance: Early stakeholder/end-user communications and buy-in ensures right levels of support and a successful outcome.

Third Party & Partner Management
Computacenter may seek to engage with suitable organisations to deliver elements of migration engagements, primarily where certain activities require specialist skills for support/compliance. We ensure that the expected outcomes from these partners are all thoroughly planned, managed and delivered.

Cost Reduction: Reduce overheads by leveraging Computacenter’s partnerships. Removes the pressure of managing dependencies and programme governance.

Continuous Improvement/Innovation: Computacenter vet, manage and govern third party suppliers regularly, utilising their capabilities as required to complement our solutions.

Access to Skilled Resources: Ensures end-to-end solution by combining capabilities of Computacenter with third parties.

Decommissioning and Disposal
At the end of an asset’s life it is important that it is disposed of in a safe, compliant and fully auditable way. End-of-life asset management services include remarketing, redeployment, recycling and disposal. Computacenter have a number of subsidiary and partner organisations able to provide decommissioning and disposal services, integrated into a project, in line with customer compliance requirements.

Cost Reduction: Maximise hidden value in assets by reclaiming unused licences and onward sales for disposed assets.

Environmentally Conscious: Fully transparent, secure and compliant IT asset disposal, recycle and recovery service to support corporate social responsibility. Improve energy efficiency and reduce carbon footprint.

Risk Avoidance: Significantly reduce both the risk and time of data erasure activities during the asset disposal/recycle process.

Management System
Computacenter’s management system comprises two key services:

• Our Project Management methodology, Tempo, consists of an industrialised set of processes based on the PRINCE2 framework, and is underpinned by strong commercial management and proactive governance.

• The Deployment Management System provides a central data repository which is designed to support communications, change management, reporting and asset tracking. The primary DMS data source is captured from the Current State Audit activities.

Cost Reduction: A consolidated DMS reduces the costs of integrating and updating disparate sources of data.

Risk Avoidance: Use of the Tempo methodology delivers consistent and predictable outcomes, including proactive management of risk.

Continuous Improvement/Innovation: Lessons learned from previous related projects are captured and shared, enhancing methods for new projects.
**Procurement and Logistics**

This typically involves the purchase of both permanent and temporary infrastructure across multiple partners and suppliers. Consideration is taken to identify the optimal hardware and software, including warranties, contracting arrangements and deployment capability for the relevant infrastructure.

**Cost Reduction:** Reduce the complexity of IT procurement – obtain the best pricing, commercial terms and appropriate technology to achieve significant cost savings.

**Access to Skilled Resources:** Free up expensive technical staff by taking advantage of Computacenter's vendor management capabilities and logistics facilities.

**Risk Avoidance:** Ensure purchasing and delivery timescales are met (in line with the critical path of the project).

**Asset Management**

Computacenter can provide an asset management approach and tools, ensuring central management of new, temporary, disposed, relocated and retained assets. This is ultimately fed back into a customer central database or Deployment Management System.

**Cost Reduction:** Intelligent use and management of assets, such as re-use of appropriate existing infrastructure.

**Continuous Improvement/Innovation:** Accurate data outputs and IP produced as part of a typical migration/relocation project can be fed back into customer systems to deliver additional value and benefits.

**Risk Avoidance:** Ensuring relocated infrastructure and services are in the right place at the right time by providing asset location and status tracking.

**Target Infrastructure Readiness**

This stage ensures the target data centre infrastructure is in place and tested. Consideration is given to all infrastructure through a pilot of a small subset of services, to validate the logistical and technical approach. This comprises the data centre environment, operational components and the testing of migration processes.

**Cost Reduction:** Thorough and comprehensive testing will ensure that expensive rework during live phases is avoided, thereby reducing migration costs.

**Risk Avoidance:** Validation of migration processes and approach (including operational handover). Provides for clear roles and responsibilities to reduce risk in the migration stage.

**Migration**

Execution of the defined processes and control systems to deliver the agreed migration events in accordance with the migration schedule. This takes into account any lessons learned during the pilot migrations, the business requirements for testing and service acceptance requirements into operational teams.

**Cost Reduction:** Efficiencies realised through proven Migration Factory and Repeatable Processes.

**Risk Avoidance:** Reassurance provided by a proven approach and processes developed over many years, with clear success.

**Continuous Improvement/Innovation:** Adaptable migration processes, dependent on customer timescales, and business appetite for risk and change.

**Business and Operational Testing**

It is essential to confirm the post-migration state prior to go-live, from the perspectives of business usability and service operability. This will also include pre-migration checks such as warm/cold re-boots. This stage is also described as user acceptance testing, and re-use of existing scripts and processes is recommended.

**Cost Reduction:** Business testing will avoid increased downstream costs to remediate solutions.

**Risk Avoidance:** Reduce risks and potential roll back due to inadequate testing, by proving confidence in postmigration state.

**Growth/Business Change:** Better preparation for the operational handover through the improvements introduced to operational and management processes in this stage.

**Hyercare and Support**

Additional resources can be provided to engage on a limited time basis to ensure heightened support. This enables the BAU teams to focus on acceptance into service as systems are migrated.

**Access to Skilled Resources:** Extensive resource pool with relevant experience, providing economies of scale.

**Risk Avoidance:** Reduces the risk of under-resourcing affecting the quality and completeness of the outcome.
OUR VENDOR ACCREDITATIONS

Platforms/Hardware

Software & Virtualisation
GIST ENSURES THE DELIVERY OF MILLIONS OF PRODUCTS WITH MANAGED DESKTOP AND DATA CENTRE SERVICES

Customer challenge
Gist's IT infrastructure underpins the delivery of millions of cases of perishable goods every year. To minimise disruption to its customer services, Gist needs to ensure that its IT systems remain highly available. The growth and diversity of the company's infrastructure, however, was making IT support more costly and complex. To contain costs while maintaining service quality, the company decided to partner with an external provider.

Computacenter solution
As part of a five-year managed services contract, Computacenter is responsible for supporting 1,000 end user devices and hosting 200 virtual servers from its shared customer facilities. Computacenter’s service desk handles around 1,400 requests from Gist users a month, which include incidents and changes. The managed service also provides Gist with a robust disaster recovery option for its Data centre to protect business continuity.

Results
The partnership with Computacenter provides Gist with access to the skills and resources it needs to effectively manage its IT infrastructure and safeguard service levels. The outsourcing contract has helped Gist contain IT costs and enhance business agility while ensuring the continuity of millions of customer deliveries.

Customer agenda
• Cost Reduction
• Growth/Business Change
• Risk Avoidance

Services
• Dedicated Service Desk
• IMAC
• Managed Hosting
• Server Management
• Data centre Relocation
• Platform Migration

Technology
HP Blade servers, NetApp Storage
Area Network (SAN)
DATA CENTRE TRANSFORMATION SAVES PARITY £300,000

Customer overview
Parity is a business and IT technology services company. It delivers technical, resource and training solutions to public and private sector organisations across the UK, including the Cabinet Office, O2, Shell, AXA, Unilever, the Department for Work and Pensions and the Department of Health.

Business need
Like most companies, IT - and in particular email - have become critical to the day-to-day operations of Parity. Although the availability of these systems is paramount, Parity must be able to balance IT performance with cost. David Conkleton, Managing Director for Parity Business Solutions, comments: “Profitability and business growth are currently key priorities for the business. Although IT requires ongoing investment, we felt there was potential to make our operation more cost-effective by changing both our outsourcing model and underlying infrastructure.”

Parity was also keen to improve the availability of its data and core applications and increase operational efficiency by taking advantage of new data centre technologies.

Solution
The opportunity to achieve these goals came when Parity signed up to a new five-year managed services contract with Computacenter. Fundamental to the agreement was the transformation of Parity's data centre environment, which was based on 120 legacy servers, direct attached storage and local backup tapes. Andy Griffin, Head of IT, at Parity, comments: “Consolidation, virtualisation, standardisation and centralisation were all core themes of the transformation.” The predicted cost savings of this change programme were written into the managed services contract, so Parity could reduce business risk and ensure a good return on investment.

How Computacenter helped
Before it could begin work on the transformation, Computacenter first had to migrate Parity’s applications from the old data centre to the new environment, which it hosts on its clients’ behalf. The complexity of this relocation was exacerbated by very tight timescales. As Mark Ford, a Solutions Architect for Computacenter, explains: “We had to move the entire data centre over the course of a single weekend. Maintaining business continuity throughout the transition was essential, as we were only permitted a maximum of 10 minutes downtime on Parity’s website.”

Following the successful migration, Computacenter set about designing the new data centre infrastructure, which is founded on HP servers. These were selected using Computacenter Recommends programme, which is designed to help de-risk the procurement of new technology. By using VMware virtualisation software, Parity was able to reduce the number of new servers it required and dramatically improve utilisation rates, which had previously been as low as three per cent.

The transformation also involved rolling out a centralised storage and backup solution, as Andy explains: “We used to have to change up to 30 tapes a day, which was both inefficient and expensive in terms of hardware costs. The new infrastructure means that all our data is stored centrally and can be backed up in 4-5 hours instead of 9-10 hours.”

Results
These efficiency gains are good news for Parity and its users, as it means the company’s IT is more available and resilient. As David testifies: “We now have a more flexible, robust and scalable infrastructure. This not only aids business agility but also cost control.”

The introduction of a rationalised and virtualised server infrastructure played a key role in achieving these financial benefits. “We used to buy a new server every time we needed to roll-out a new application,” comments Andy, “now we have the capacity to run 20 virtual servers on each physical device, which means we have been able to decrease our estate by two-thirds.” This has enabled Computacenter to underwrite cost savings to Parity of more than £300,000 over the course of the contract.

The new data centre infrastructure, which is monitored 24x7 by Computacenter, has also enhanced business agility and development. “We can now dedicate more IT staff to activities that drive the business forward,” comments Andy. “The flexible and scalable architecture of the data centre means that we can quickly adapt our systems to meet the needs of the business, which increases our competitive edge.”

Customer agenda
• Cost Reduction
• Growth/Business Change
• Continuous Improvement/Innovation

Services
• Platform Migration
• Data centre Relocation
• Infrastructure Virtualisation
• Backup & Recovery
• Product Fulfilment Service
Computacenter is a leading independent provider of IT infrastructure services and solutions. From desktop to data centre, we help our customers minimise the cost and maximise the value of IT to their businesses. We can advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage elements of our customers’ infrastructure on their behalf.

Computacenter operates in the UK, Germany, France and the Benelux countries, as well as providing transnational services across the globe.

FURTHER INFORMATION

Computacenter has the depth and breadth to support you at every stage of the data centre life cycle. Our end-to-end service capability means we have the insight to help effectively design, build, test and manage complete IT infrastructures.

To find out more about how our business solutions can aid you in your success via a planning workshop with our experts please visit www.computacenter.com/datacenter or email one of our data centre migration specialists at datacenter@computacenter.com