



CUSTOMER STORY

Our advisors were engaged to manage this leading Insurance company's Applications Migration from its existing Production and Dev and Test Data Centres to a Cloud platform.

OVERVIEW

Our Advisors was engaged to assist our insurance client to exit their THREE traditional Data Centres (Production, Test and Dev and Disaster Recovery) to a Regional Cloud platform that has built in Disaster Recovery service. The client already had virtualised most of its estate onto Microsoft Hyper-V.

As part of the project our Advisors also:

- Moved the client's storage to the new Cloud Data Centre.
- Network services to the Cloud Data Centre
- Implemented Network Security and VPN services

Our Advisors developed the Programme to include the design, implementation, pre-migration testing, development of the migration tasks and management of the migration command and control centre to deliver a migration cutover that provided a zero-downtime service to the customer with services restored ready for commencement of the business day on the Monday morning.

THE COMPANY

This Financial Services company located in Indonesia offers various insurance products, including life, general, and Sharia-compliant insurance, and is committed to transparency and continuous improvement in their business practices. Spanned across 20 branches and over 1,500 staff with the majority located in Jakarta.



TARGET

Identify savings across APAC for a Data Centre Consolidation project



DEVELOPMENT

The services and savings need to be delivered across 6 APAC countries and maintain local compliance.



INTEGRATION

Services needed to be maintained to business and regulatory requirements.

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CHALLENGE

The first challenge was the need to gain Regulatory approval for the migration as this would require data being migrated to the new regional Data Centre. Current regulations required data to be hosted in-country.

Due to the requirement for Regulatory approval, the delay on the Project not knowing where data would be permitted required the project to run with TWO solutions for a period of time with one providing an out of country Data Centres for Production and the providing and in-country Data Centre.

Migrating the data to the new Regional Data Centre. With more the 9Tb of data the first task was to get the core data copied across and then the second was to maintain the data current and/or preparing the data as current for the migration date.

Building and Testing the Applications in the new Regional Data Centre, it would be easy to migrate the Applications and Servers to the new Data Centre as they were currently installed. The issue was that the current IP addresses were not compliant and so a new range was allocated and servers were to be re-addressed.

All systems were to be closed, backed up, migrated, built and tested within the agreed business Maintenance Window (a weekend slot).

The whole project was constantly under constraints from COVID with lockdowns and travel restrictions preventing regional SMEs travelling to site to work with the teams. The result was that apart from some minor P2V transformations, all activities were completed virtually, with staff working from home.

IMPROVED RESPONSE TIMES

EVEN THOUGH ALL SYSTEMS WERE
OFFSHORED – AGAINST HAVING THE
SYSTEMS IN THE OFFICE – USERS
REPORTED SYSTEMS WERE QUICKER

9TB MIGRATED TO CLOUD

TEAM PROVIDED COPIES OF
LARGE DATABASES ON PHYSICAL
DRIVES – LOADED UP AND
THEN LEFT TO SYNCHRONISE

SOLUTION

DUE DILIGENCE - Our Advisors captured details of all IT assets and resources required to run the Migration.

DESIGN – Working with the Technology Teams the Project Team built the migration strategy and high-level schedule.

The Regulatory Approval was identified as a Risk and later an Issue due to the time taken to obtain confirmation for the location of the Data Centre. Our Advisors developed and authored most of the documentation submitted including addressing the Regulator questions and clarifications (this was the first request of its type to request services to be delivered offshore). Initially the team ran with two solutions and brought both to a point where a decision was required to either procure network bandwidth or additional hardware (on-prem)

BUILD – Our Advisors worked with the Technology Teams to organise the implementation of the network, server, storage and security systems on the cloud platforms. Built test environments and replicated current data on the cloud storage platforms.

In migrating data the team elected to take a physical backup of data onto encrypted hard drives and ship a snapshot to the regional Cloud Data Centre for the large Databases. Once restored the data was placed into synchronisation mode and allowed to catch up.

For smaller Databases, data was copied across the network and allowed to catch up synchronisation.

PLANNING – Working with the Technology Towers our Advisors built a detailed Migration Runbook that provided a minute-by-minute plan for the migration. The team also undertook some trial migrations to test the process and validate performance of Applications.

MIGRATION MANAGEMENT – Our Advisors ran the Command-and-Control Centre for the Migration event – services were successfully migrated, and the business users undertook business user acceptance testing. All services were successful migrated and the on-prem Data Centre and its infrastructure was shut down.

RESULTS

The Project was run under the core COVID restrictions and at this time the team were forced to work remotely. An initial introduction had been completed days prior to the closure of borders, leaving all staff to work from home.

Where required client technology specialists requested local authority permission to travel to the Data Centres where physical intervention was required.

The initial challenges of obtaining Regulatory Exception Approval took some time due to lockdown restrictions preventing the regulators to meet.

The process of migrating services to a cloud platform was new to the local team, but they were very supportive and picked up the key activities quickly. Migrating Servers from a Hyper-V platform to VMWare platform.

The whole project was completed just a few months over the original targets mainly due to the 6 months delay by the regulator.

The team worked almost exclusively on Video Conference systems and the teams learnt quickly to maximise the functionality of the systems.

Even the final Business User Acceptance Testing was completed with over 150 users all using Videoconference and WhatsApp for communications, to a central Test Management Team.

The outcome was very successful, no issues were reported and even the concern that service performance was overcome with users reporting that systems were much quicker than before.

BENEFITS

The business was able to continue without impact to Business As Usual operations.

All services were compliant to regulatory requirements and undertaken to the clients internal Security compliance requirements.

The overall project solution made a saving of US\$200k as the local Data Centre was not required to be fitted out with new equipment.

The activity of undertaking the detailed planning forced the team to examine their entire design and as a result Servers and some Applications were retired early and data was compressed to reduce its overall size.

Through migration to a Cloud service the activity of Disaster Recovery testing is much simplified and can be quickly instigated and tested reducing effort and time to meet compliance requirements for business Disaster Recovery Testing.

With a fully documented and tracked process, the project can also provide the auditors a fully evidenced trail of the migration.

CLIENT FEEDBACK

"The project has delivered successfully against a backdrop of a pandemic. The IT team have kept their spirits high supported by the fantastic Advisors and the Regional APAC Teams to successfully transition our Data Centre to Hong Kong. Well done to everyone."

Chief Distribution Office