



CUSTOMER STORY

A global luxury goods group engaged expert advisors to manage a complex IT divestiture, ensuring seamless operations, data security, and independent technology services.

OVERVIEW

This project focused on transitioning IT services after the sale of a prestigious vineyard business unit. The advisors were entrusted with orchestrating a migration that balanced legal, commercial, and operational imperatives, all within the demanding standards of the luxury sector. The background involved strict compliance with a divestiture agreement, requiring careful planning and coordination among multiple parties. Workshops and meetings were held to understand the existing systems and the migration plan, with a strong emphasis on minimising disruption to daily operations and maintaining the brand's reputation for excellence. The advisors developed a detailed migration runbook, outlining activities, schedules, and risk mitigation strategies. Collaboration with IT teams produced high-level blueprints, forming the foundation for the migration. On execution day, a command centre oversaw the transfer of applications, data, and hardware, ensuring compatibility and integrity. Despite minor delays, the transition was largely successful. The project concluded with formal closure activities, including lessons learned and management reviews. The advisors' experience in luxury sector transitions proved invaluable, helping stakeholders navigate hidden complexities and safeguarding sensitive information throughout.



THE COMPANY

A global leader in luxury goods, renowned for exceptional quality, innovation, and heritage. The group operates across premium markets, delivering iconic brands and experiences that set industry standards. Their commitment to excellence, customer satisfaction, and operational integrity defines their reputation and drives continued success worldwide.



TARGET

Achieve seamless IT separation, safeguard sensitive data, and ensure uninterrupted luxury business operations post-divestiture.



DEVELOPMENT

Collaborative workshops, detailed planning, and robust governance frameworks enabled a successful migration and project delivery.



INTEGRATION

Transferred applications, data, and hardware securely, ensuring compatibility and operational continuity for all stakeholders.

Contact Us



+61 1800 959 925



www.busheyitchange.com
contactus@busheyitchange.com



Level 1 / 9-11 Grosvenor Street, Neutral Bay, NSW 2126. Australia

CHALLENGE

The luxury goods group faced significant challenges that prompted the engagement of external advisors. The foremost concern was maintaining uninterrupted business operations during the migration of IT services, as any disruption could impact revenue, customer satisfaction, and the brand’s reputation for excellence. Data privacy and security were paramount, with the risk of breaches, regulatory penalties, and legal complications posing serious threats. The advisors identified further complexities in severing interdependencies between the IT infrastructures of two competing entities, ensuring no unintended connections or data leakage occurred. Technical hurdles included migrating diverse systems and applications while preserving data integrity and functionality. The advisors encountered challenges in coordinating multiple stakeholders, managing tight timelines, and addressing unforeseen delays, such as late stocktake completion. Their expertise was crucial in illuminating risks that were not initially apparent to all parties, particularly around safeguarding sensitive data and maintaining operational stability. The project demanded meticulous planning, robust governance, and agile problem-solving to overcome these obstacles and deliver a successful outcome for the luxury goods group.

SOLUTION

The advisors approached the project with a structured methodology, beginning with a discovery phase to understand the luxury group’s systems, applications, and services earmarked for migration. Collaborative workshops and stakeholder meetings provided insights into both the client’s and the acquiring party’s migration plans. The planning phase involved crafting a comprehensive migration event runbook, detailing every activity, schedule, and contingency required for a seamless transition. High-level blueprints were developed in close partnership with IT teams, serving as the backbone for intricate migration plans. Proof of concept testing, resource allocation, and risk assessments ensured readiness for execution. On migration day, the advisors established a command and control centre to oversee the process, facilitating the transfer of operational applications, historical data, server hardware, network infrastructure, and end-user devices. Critical approvals, such as regulatory clearance and steering committee sign-off, were secured to proceed. Despite encountering minor delays, the advisors maintained focus and adaptability, ensuring the migration remained on track. The closure phase included a thorough lessons learned report, a management slide deck for executive review, and a formal project completion record. Throughout, the advisors leveraged their experience in luxury sector projects to simplify complexity, communicate transparently, and deliver a solution that met all legal, technical, and operational requirements.

FULL SEPARATION

Complete IT separation achieved, enabling independent operations and safeguarding sensitive data throughout the migration process.

ZERO DISRUPTION

Robust governance and planning minimised disruption, ensuring business continuity and regulatory compliance for all parties.

RESULTS

The advisors successfully delivered a complete separation of IT services, enabling the luxury goods group's business unit to operate independently without disruption. All operational applications, historical data, and hardware were transferred securely and efficiently to the acquiring party. The migration preserved data integrity, ensured compatibility of systems, and maintained business continuity throughout the process. Sensitive information was safeguarded, with robust privacy and security measures preventing any breaches or regulatory issues. The project concluded with formal sign-off, comprehensive documentation, and executive reviews, providing assurance to all stakeholders. The client benefited from a smooth transition, minimal downtime, and the ability to focus on core business activities post-divestiture. The advisors' structured approach and proactive communication helped allay fears, clarify complexities, and deliver a result that exceeded expectations. The outcome demonstrated the value of expert guidance in managing high-stakes IT transitions within the luxury goods sector.

BENEFITS

The project delivered substantial benefits to the luxury goods group. Business continuity was maintained, ensuring uninterrupted operations and customer service. Sensitive data was protected throughout the migration, reducing the risk of breaches and legal complications. The complete separation of IT services enabled the business unit to function independently, enhancing agility and strategic flexibility. The advisors' governance framework provided clear oversight, transparent reporting, and effective risk management. Stakeholders gained confidence from the structured approach, proactive communication, and thorough documentation. The migration process was streamlined, minimising downtime and operational impact. Lessons learned and executive reviews contributed to ongoing improvement and readiness for future transitions. The client's reputation for excellence was safeguarded, with regulatory compliance and data privacy upheld at every stage. Overall, the project demonstrated the value of engaging experienced advisors to manage complex IT divestitures, delivering outcomes that support business growth, resilience, and long-term success in the luxury sector.

CLIENT FEEDBACK

"Working with the Bushey advisors during our recent business unit sale was invaluable to the project's success. Their professionalism and expertise ensured every detail was addressed, allowing my team to navigate the complexities with confidence. The Bushey advisors' structured approach and transparent communication made a significant difference, simplifying what could have been an overwhelming process. Thanks to their support, we achieved a seamless technology transition, maintained business continuity, and protected sensitive data. I highly recommend their services to any organisation facing similar challenges, as their guidance was instrumental in delivering a successful outcome."

Head of Information Technology