



Large Scale IT migration in a M&A setup

Client is a leading Australian beverages company

In 2020, the client completed the acquisition of a subsidiary from a leading multinational brewer. ITC Infotech was chosen to help with the migration and consolidation of the subsidiary's IT assets into its IT landscape.

90+
applications

140 TB
Data

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CHALLENGE

- This complex migration program entailed setting up a new Azure landing zone, migration of SAP and about 90 non-SAP applications, deployment of new laptops and devices and coordinating with 50+ technical vendors for migrating SaaS applications to comply with SSO (Single Sign on) or other data related issues due to the ownership change
- ITC Infotech was responsible for the migration of non-SAP applications which involved the migration 140 TB of data
- Stringent Transition Services Agreement with penalty clauses on timelines
- When the program kickstarted, the Covid pandemic induced restrictions forced all vendors to work remotely and collaborate through MS Teams

SOLUTION

- Undertook a detailed Discovery and Design phase inventorying all applications and systems and classified them into several waves taking into consideration its interfaces and dependencies as well as data migration requirements
- Identified and discussed with Technical SPOCs for different classes of applications - SaaS applications, custom applications interfacing with SAP systems, packaged applications requiring vendor assistance for customizations etc.
- Cloned 150+ windows servers, sanitized and migrated them to the target domain
- Identified and implemented 250+ firewall changes to comply with target environment's security
- Leveraged Azure Data Share Services with associated storage accounts to transfer data between the source and target Azure subscriptions
- Prepared detailed cutover and rollback plans with roles & responsibilities for Application shutdown, Data Backup and Restore, Firewall changes, Application reconfigurations, Application startup and Sanity testing, Reconciliation etc.
- Migrated QA and Pre-Prod systems prior to the cutover
- Elaborate Program Management and detailed status reporting meetings with the right stakeholders

RESULTS

- Successful migration within schedule - A 72-hr cutover window was setup for the "big switch" during which 55+ applications interfacing with SAP were cutover. Data migration using Azure Data Share Services and Differential backups were done in parallel with application reconfiguration and interface repointing on production systems.
- Remaining 25 applications were cutover in a staged manner as they were either standalone or less critical
- Zero downtime for the customer's production, distribution and supply chain systems
- Provided 4 weeks of hyper-care after the cutover to address user and migration issues
- Averted penalties and other non-compliance issues for customer by standing up its own systems and cutting free from the parent network during the cutover window