

SERVING UP IT SUCCESS: A CASE STUDY ABOUT A REFRESHING REVAMP OF THE IT INFRASTRUCTURE OF A BEVERAGE MANUFACTURER, RESULTING IN A 25% REDUCTION OF ROUTINE REPETITIVE TASKS.

CUSTOMER:

A beverage manufacturer with 175 staff spread over 5 locations in New York and New Jersey.

CHALLENGE:

The 3-man IT team spending too much time on maintaining on-site infrastructure, impeding them from spending time on new, revenue generating initiatives.

SOLUTION:

Four-fold Cloud Migration strategy Cloud Migration Strategy – Conversion to Hybrid Cloud Infrastructure – Upgrade to Managed Cyber Security and CISO service – Change to DaaS – Implementation of 1 more IoT solution.

RESULT:

30% Reduction of unnecessary repetitive tasks: Reduction of on-site visits and increase of visibility and control of workstations, reduction in Cloud Infrastructure costs, elimination labor intensive patches, increase of control around cyber security. Implementation of motion detector near camera, reducing the need to look for footage.

CUSTOMER

When retailers in New York, Connecticut and New Jersey are in need of a floral carbonated soft drink for their assortment, they turn to a locally well-known beverage manufacturer and distributor. The unique elderberry flavor of the product keeps patrons coming back and the 175 man strong manufacturer works diligently to fulfill all orders. Staff is spread over 5 locations in New York and New Jersey.

CHALLENGE

The beverage manufacturer faced a growing issue with its IT department. It struggled to manage the workstations of its large staff and multiple locations as well maintain and control server use, causing a significant strain on their IT man-hours. In order to regain control of costs and IT efficiency, the company began crafting a migration project to the cloud. The goal was to reduce operating costs, increase security levels and increase the agility of their IT systems. The beverage manufacturer began by assessing their current infrastructure and quickly realized they wanted to overhaul several systems in a short time span and therefore reached out to FCX to ensure the heavy lifting of research and road mapping was outsourced. Together with FCX, the IT team identified that their existing physical infrastructure was inefficient, costly and time-consuming. The assessment revealed the need for more virtualization, greater scalability, automated processes and better security. The company began to explore the best options for cloud migration.



SOLUTION

After evaluating several solutions, the team honed in on a Desktop as a Service solution (DaaS), in combination with consolidation of cloud based servers and streamlining into a hybrid cloud set-up. This because the team simply did not have the time to manage this project as well as all ongoing work. This proposed route to digitization would instantaneously increase cyber security and reduce repetitive tasks such as PC spin-up and workstation deactivation. Next, the company developed a multi-stage approach to cloud migration. The project began with the design of the migration plan, followed by a pilot phase, where the company tested the hybrid cloud infrastructure through an internal project. This allowed the company to fine-tune the cloud model and achieve the desired results. The same was repeated for DaaS. All of these steps were supported by the selected providers and the FCX implementation team. The implementation of these services enabled the company to ensure the safety of their data and strengthen their IT infrastructure. Finally, the beverage manufacturer implemented their cloud migration project. This enabled them to reduce their total operating costs, improve service levels and increase the agility of their IT systems. After this was completed, the organization implemented SASE and embraced Virtual CISCO service, which ensured compliance. The overhaul was rounded off by the implementation of an IoT sensor system near all security camera's at 4 of the 5 sites, which ensured lights would turn on automatically if motion was detected. This simple upgrade ensured that the manager in charge of security could now spend fewer hours analyzing footage.

RESULT

The successful migration resulted in the company being able to free up 30% of IT man-hours by implementing this hybrid cloud infrastructure, managed security, DaaS and IoT set-up and overhaul. Travel time alone for the IT team dropped by 50%. The hybrid set-up resulted in cost savings of 15%. DaaS reduced IT man-hours by 15% but more importantly freed up time for the team to now start focusing on supporting the logistical team with a route optimization project, as well as the marketing team in streamlining their communication platforms. A pleasant by-product of DaaS was a 5% reduction in hardware and license costs; the IT team could now accurately predict how many active licenses and desktops or laptops were needed, whereas before migration that was harder to do. Staff satisfaction increased, because onboarding of new team members could now be completed in under 2 weeks, rather than in three. Work environment of new staff would be ready from the get-go, making new team member feel welcomed and cared for. The implemented cyber security set-up gave the entire C-Suite peace of mind and visibility into all activities performed on the LAN. During a quarterly assessment it was unveiled that 3 PCs on the LAN were rarely used and could also be eliminated. From the case study it is evident that the key to success was a robust cloud migration strategy so multiple issues could be tackled in quick consecutive order, making the migration doable and affordable.



IN CONCLUSION

By properly planning a cloud migration project, businesses can ensure that they are able to reduce their IT costs and maximize their efficiency. In addition, companies should ensure that they take the necessary measures to guarantee the safety of their data and prioritize their IT security.