

CASE STUDY - DATA CENTER MIGRATION

Integrated Management Services (IMS) was engaged by one of the oldest and largest law firms in the nation to manage the Firm's primary data center and network migration to an offsite Collocation facility. The move had the potential to impact all business functions, but with the support and execution of the project team, the Client experienced no service interruption.

Understanding the Client's Environment

The project was kicked off with a thorough discovery and assessment of the current state of the Client's IT environment, including a detailed understanding of the applications, hardware, power & cooling, network design and routing. This discovery enabled an analysis of the Firm's strengths, vulnerabilities, opportunities and threats.

BASELINE

Server/VMs	105/32	Storage	EMC/NetApp
Racks	15	Network	Cisco & MPLS
Power	67.2kW	Systems	Citrix

Benchmark

IMS prepared alternative requirements, designs and budgetary options to Benchmark potential vendor solutions against. A comprehensive statement of requirements, design iterations and solution proposals were submitted by a series of qualified IT data services vendors.

DECISION SCORECARD

AT&T	FiberMedia	LexisNexis	Qwest	Verizon
Expedient	Gramtel	NAC	Sungard	Yipes

Through proven process and subject matter expertise, **IMS** successfully managed and evaluated the vendors to narrow the selection to two finalists.

Business Plan

The Business Plan Phase began with the objective of testing the chosen finalists' capabilities, refining the elements of their solution and establishing a negotiation platform for securing terms acceptable to the Firm. As part of a final solution with each vendor, the **IMS** team considered six criteria: Architecture, Resources, Implementation, Operations, Costs, Risks and Strategic Benefit.

Based on sophisticated facility engineering and operations, a legal industry focus and reputation, a leverage-able business relationship and cost effective delivery, the Client chose a primary solution vendor to supply the data center services.

Bill of Goods

1. COLO - Space, power, cooling
2. Network - Internet, MPLS, Private Line
3. Equipment - Routers, Servers, VM
4. Racks, Cabling, Logistics & Transportation

Implementation Process

IMS coordinated the solution vendor to create a comprehensive plan for deploying and supporting the on-going lifecycle of the project and services. The plan included a dedicated project manager, the resources of the full staff of engineers and features such as a dedicated service desk contact for on-going support. The Vendor offered these services *without additional charge* and as a *value added service to the Firm*.

PROJECT EFFORT (Hrs)	
CONSULTING	340
Strategic Engineer	
Support	
CLIENT	1000
Executive Engineer	
VENDOR	2000
Timeline	13 months



A year of careful planning enabled a successful move from Newark, New Jersey to Columbus, Ohio to occur in one weekend. A dedicated vendor team helped pack, load, transport, unpack, rack and begin to power all of the hardware 5 hours ahead of schedule. When the Client arrived, the facility was in perfect condition from the power, cabling and router set-up to the racks and personnel. The vendor was able to successfully complete this process and inherit the management of the existing MPLS network.

Lessons learned included challenges with IP addresses for VM hosts and configuration for certain storage resulting in a 5-8 hr push in the turn-up. However, even with these challenges, the team's initial published objective of having full production live by Sunday was met and had little to no related service calls by users.

Results

The **IMS** team's experience in the legal industry was both evident in the direct and proactive manner in which they led the discussion of design and planning, creating innovative approaches to solving complex technical and organizational challenges resulting in a successful implementation.