

## Company: Global Eyecare Retailer / Wholesaler

### Overview / Problem Statement

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When a global eyecare company's IT services group needed to increase their responsiveness to the business, reduce IT deliver cost, improve service levels, and switch to an operating capital model, a solution was created and delivered to meet these needs.

### Solution

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Over a 12-month period a comprehensive assessment of every element of IT services was performed. The outcome of this was a comprehensive plan to address the company needs and provide the stability, scalability, and reduced costs for IT services.

This solution included migration of workload from 8 global data centers to 2 USA data centers. All physical and virtual servers were migrated to a new private cloud with integrated management capabilities. The workload was transformed from standalone Unix servers to Linux servers in a private cloud. The cloud was configured in an active/active mode across multiple data centers. Over 600 applications were transformed and placed in an automatic fail over mode.

A full disaster recovery model was created and implemented and tested. 22,000 mailboxes were migrated from in house Exchange to O365.

### Benefits

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#### Scalability and Flexibility

By moving to a cloud platform, the eyecare company could scale capacity for the higher volume periods automatically and scan the capacity back when the higher volume periods were winding down.

#### Predictability / Reliability

Reduction of severity 1 issues by 85%. Similar reductions in other issue levels. Backup success rate increased from 96% to 99%. High CPU incidents decreased from 296 cases per month to 20 cases per month (average)

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### Financial

By changing to an OPEX financial structure, the eyecare company could remove depreciating assets from their balance sheet and have a more predictable IT spend.

### Business Focus

This allows IT leadership to spend more time on meaningful business aspects of IT services and contribute to the business.