



OVERVIEW

This international services company, a leader in their category, were about to embark on an international roll out of two new IT systems and related infrastructure.

Their UK based head office required enhanced visibility of the roll out across the Australian, Pacific and India region.

Diaxon were invited to submit on the strength of referrals gathered by the Client, and supported by their industry recognised excellence, flexible approach and reputation for delivering proven results.

Stabilisation strategy delivers on-going support for global organisation

The Business Challenge

Our Client, an international service leader in their category was nearing the completion of an international roll out of two new systems with corresponding infrastructure for centralisation of their core IT functions globally.

Due to the speed of the deployment, along with some recent business impacts, an IT review and governance audit was requested, including analysis of the planned infrastructure, data centre and its corresponding operational governance.

The review was specifically requested to be an agile, high level non-intrusive appraisal in order to provide the London based management with rapid visibility across the Australia/Pacific and India roll-out of the deployment.

For efficiency and effectiveness, pre requisite documentation was requested, initial high level interviews conducted and the option for scripted information gathering to be performed across the virtual, network and related SAN infrastructures.

The scope of the review was based across the two Sydney data centres incorporating the new infrastructure.

The Solution

Diaxon's extensive experience in the best practice design, governance, deployment, operation and analysis of stabilisation strategies, IT management deployment and design of holistic infrastructures against best practices was a key criteria to their winning bid over a number of other highly qualified competitors.

The engagement was an agile delivery, driven initially by a need to rapidly identify the current situation, major remediation points and team capability gaps. These were then fed back to the management team with identification and





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agreement on further deep dive investigations to be undertaken to establish the complete review.

The workshops were scheduled by Diaxion to interrogate each of the specific areas outlined within the scope (see below).

These initial workshops were facilitated by Diaxion experts and were informed through a pre-workshop information gathering process in order to provide background for each workshop and also to maximise the output and effectiveness of each workshop.

The scope of the workshops and robust probing across the business included:

1. Business overview, key services and applications
2. Architecture overview including:
 - Hardware
 - Support agreements for IT infrastructure
 - Backups
 - Data Centre
 - IT Management
 - Security
 - Disaster Recovery capability
 - Skills evaluation

Following the initial discovery workshops involving all key stakeholders and Diaxion subject-matter experts a number of areas for further intensive deep dive analysis were suggested.

Upon consideration it was subsequently agreed that two specific and highly detailed deep dives were undertaken.

The initial analysis, the workshops and the detailed deep dives were then consolidated into the final report and recommendations deliverable.

The Business Benefits

As a direct outcome of the review project, the client organisation now have increased visibility and stability into the current state of their Australian centred operations (Australia, Pacific and India) with overall reduction in production incidents.

Head office management now has increased confidence in their systems and have overseen the successful completion and integration of the two new systems and infrastructure across their global business.





The Future

The appointment of Diaxion was driven by strong referrals and, throughout the project, the Australasian client management team were able to provide their UK head office with visibility to the situation providing added confidence in the implementation of the new systems across the business.

Diaxion is now rostered as a 'trusted partner' and as a result of the initial review has been engaged on a number of further deployment projects plus a migration project for their Asian operations.

Client Company Profile

The Client is the largest operator in their category with over 1.4 million members worldwide. Initially started in 1993 in the United Kingdom they have grown to a global business that straddles 15 countries. In the year 2000, the business expanded into Australia and has grown at lightning speed to become a national provider.

The best IT solutions are not about a single solution to a single problem but rather about how the solution complements an entire organisation's IT strategy and how it might then be optimised across and throughout the organisation.

IT Strategy and Optimisation is a holistic approach to addressing and developing overall IT strategies to address individual business goals and to then integrate them with an IT solution that is optimised to achieve those goals.