

## Customer Details

Head Office: Colchester, UK

Total No. Employees: 2000

Estate: Rackspace hosted VM's  
Prod and Non-prod servers and applications  
Majority Windows workstations

## The Challenge

The customer had an ageing privately hosted infrastructure platform, which has come to the end of its functional life. The customer wanted to move away from the incumbent IAAS provider as they were unhappy with performance and support services.

For the customer, the key challenges have been performance, service and cost.

Performance has been a challenge, especially because the provider's technology was ageing and could not be in place upgraded. During peak times, the customer suffered from periods of severe transactional bottlenecks, causing delays to all systems.

Service and support also proved to be a major issue. The incumbent provider reaction to the performance issues was slow and cumbersome. They offered no way forward or solution to the performance issues with service levels missed over a long time.

## The Solution

The customer was confident that its issues could be resolved with a fresh Infrastructure-as-a-Service architecture with a new provider. It believed the

- Flexible Scaling – The new IAAS solution provided a scalable platform to allow additional resources to be attributed into the cluster.
- Automated High Availability via a load-balanced cluster design gave additional fault tolerance without the need to architect for these capabilities since the IAAS services provide them by default.
- A Managed support service that is designed around deliverables and application availability rather than just hardware metrics meant that the end-user experience was significantly improved due to increased application uptime.

Opting for Claranet's Cloud vPlatform Service, the architects drew up a high-level design and then approached Lanmark to validate their Architecture and provide implementation and migration service. Lanmark completed a PoC for their two business systems within four weeks. By utilising a scripting automation system at the PoC phase, Lanmark implemented the production systems in a matter of hours following the completion of the customer's UAT.

Lanmark then designed a Managed Service support matrix for the customers business systems, which incorporated monitoring, service desk, maintenance schedules and recommendations with a joint task force between Lanmark and the customers internal IT team.

## The Partnership

The Lanmark team quickly understood how the current system worked and what the new components needed to do. Lanmark completed the Proof of Concept on time and within budget. What's more, Lanmark spent time with the client's IT team and handed over the project to ensure they were in the best position to take ownership of the solution following the move into production.

## The Outcome

The Lanmark team validated the Claranet Cloud architecture concept. It proved it could work in practice by building a fully functioning prototype that the client has now adapted, and Lanmark has migrated into production. Once implemented, the solution has allowed the client to move away from its existing IAAS and dramatically reduced performance issues, single points of failure and bad service with the added advantages of scalability, easier to maintain, reduced latency and cost.