

Case Study

Support & Management

Finance Industry: Global Insurance Manager

Big Bang Migration & Zero Downtime

24/7 support for 100+ employees across 8 offices in America, Europe and the Middle East.



The Benefits

- Implementation of scalable and redundant infrastructure
- Delivery of a fully managed IT service
- Effective and responsive helpdesk for staff
- Reduction in reported incidents
- Strong working relationship developed with the inhouse IT Director
- Predictable monthly fees

Results

- ✓ 24/7 helpdesk support
- ✓ Proactive management
- ✓ Migration of 1.2TB of data
- ✓ Zero downtime & data loss
- ✓ Improved system reliability
- ✓ Regular SLA reporting

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Foration manage and maintain our IT infrastructure with precision. After receiving poor service from a previous supplier, Foration successfully migrated all of our systems with zero downtime and minimal user disruption.

Director of IT

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The Challenge

Having experienced significant reliability and service issues with their previous supplier, this insurance manager was looking to improve the reliability of their systems and deliver a more effective and responsive helpdesk for staff.

The first challenge was finding a provider to manage the migration of systems and data from America to Europe. This same provider would be responsible for managing the global infrastructure, providing 24/7 support and working alongside the hosting provider to deliver a fully managed IT service.

“We are delighted with their service and strongly recommend them.”

Our Solution

To deliver a smooth migration, Foration worked closely with the internal IT team and hosting provider, Pulsant, to develop and implement a detailed migration plan. This plan ensured no loss of service and enabled migration of all systems and data within a day.

To deliver support across 7 timezones, Foration reviewed its working practices and extended its working hours to provide 24/7 support. With proactive monitoring and management, reported issues were considerably reduced and a strong working relationship developed with the internal IT team. Our unique approach to 3rd party supplier management also provided the client with a single point of contact for all issues, significantly improving resolution times.

Requirements

- Delivery of **reliable** and **redundant** systems with **99.98%** uptime
- Data **migration** with **zero downtime**
- Support of **global infrastructure**
- **24/7** helpdesk support
- Management of **data backup**
- **Single** point of contact
- Uniform, **secure** log-in for users
- Monthly **SLA** and service **reporting**

24/7 IT support across 8 countries

