Customer Case Study
AXICOM

Infrastructure modernisation

Axicom Australia undertakes IT Infrastructure modernisation

Summary

SAS[IT] assisted Axicom to achieve a multifaceted IT system upgrade over a period of eleven months involving upgrading ERP software, refreshing hardware, changing data centres, and moving to a significantly more flexible hybrid architecture. These improvements were achieved on-time, on budget and have strengthened Axicom's market position to the extent that Axicom now has a modern architecture, modern secure, high-performance infrastructure and the flexibility to deploy and use new technology as required, largely on demand and consumptive based.

About Axicom

Axicom is Australia's leading provider of independently owned wireless infrastructure. The company owns, operates and manages a portfolio of approximately 2,000 towers in Australia, covering a substantial portion of the Australian population. Axiom's customers include the major Australian wireless carriers such as Optus, Vodafone, Telstra and various State and Federal government agencies, as well as wireless broadband data service providers.

The relationship with Team Computing and SAS[IT]

SAS[IT] has been providing ICT Managed Services to Axicom since October 2015 with Sydney based reseller Team Computing. The scope of the engagement included the provision of infrastructure and related services associated with Axicom's ERP application: JDE EnterpriseOne.

Challenges and Objectives

Axicom was faced with a major JDE upgrade, which required a rebuild, significant testing, and took advantage of an offer by SAS[IT] to refresh the underlying technology at the same time. The move to new infrastructure also facilitated a move to the Equinix Data Centres – and a significant change in the architecture achieved the objective of increased business agility through integrated access to public cloud services.

Of major importance was ensuring that changes would be made without putting business operations at risk.

After a period of consultation including a review of options, SAS^IT was engaged to deliver on the following four objectives:
1. An upgrade to core technology infrastructure
2. An upgrade to the ERP application
3. A move to new, more advanced data centres in Sydney and Melbourne
4. A transition to a flexible and scalable hybrid architecture

Approach

SAS^IT managed these changes using a multi-disciplinary team committed to professional project practices. The project began in November 2017 with completion achieved in September 2018.

The core technology upgrade involved a transition from an IBM Power 7 to Power 8, introduction of an All Flash Storage Area Network (SAN), and upgrades to systems replication technology, as well as high speed connectivity to Microsoft Azure.

The ERP application upgrade was a multi-phased sub-project resulting in the deployment of JDE 9.2 development, test, and production environments.

SAS^IT had recently implemented a new hybrid-cloud solution within the Equinix Sydney and Melbourne data centre campus to take advantage of these new facilities, the high-speed connectivity to the Public Cloud providers, and the ISV community residing there.

The transition to a flexible hybrid infrastructure was the major change in that it involved integration of on-premises, private cloud and public cloud environments including orchestration between the different platforms. This hybrid model was important because it would enable Axicom to develop and deploy applications faster, and more efficiently.

Results & Future plans

Axicom now has flexibility of choice. The new architecture provides a gateway to integrate software as a service (SaaS) solutions and cloud born applications such as Office 365.

Axicom has also gained access to a richer set of managed services; in part provided by the cloud providers but primarily by SAS^IT widening the scope including the addition of a service delivery management function. The entire initiative took eleven months from inception to go live and was successfully completed on time, and under budget.

Andrew Fox (Axicom Head of Information Technology) commented that:

"SAS^IT has delivered a significant improvement to the infrastructure solution they provide to Axicom, resulting in a full technology refresh, a change in datacentre and an architectural design shift. Each of these elements has delivered benefits to the Axicom business with improved performance, flexibility, availability and currency of long-term support. The most notable achievement was SAS^IT's ability to deliver these complex changes on time, within budget and to specification in parallel with Axicom's upgrade of its JD Edwards ERP system."

Phil Martin (SAS^IT Group CEO) commented that:

"We invested significant funds to develop what we believed would be a seriously flexible, customer centric, hybrid-cloud environment built with IBM Power Systems at the heart of the solution. Building this solution provides our customers with choice and flexibility to put their compute, and storage hosted assets where they are most appropriate, allowing our customers to be far better equipped to deal with the digital challenges of a modern-day business."

Martin commented further "Few customers can predict what their business might look like in three years or less, and this solution provides a resilient, but flexible platform to cater for an uncertain future, with unprecedented choice baked in."

For more information about how SAS^IT may be able to assist your organisation through the implementation of new technology in a hybrid cloud environment please contact Ian Hight: ian.hight@sasit.co.nz