



ADEPT4

IT AS A SERVICE

## Case study ICR Integrity – converging and consolidating with Cloud



### The Context

ICR Integrity Ltd is a provider of Integrity, maintenance and engineered solutions to an international customer base spanning the oil and gas, energy and defence sectors. The ICR group has grown substantially over the last six years expanding beyond its original remit as a specialist pipeline repair company to become a global provider of maintenance services. It comprises five subsidiary companies – Walker Technical (WTR), North East Corrosion Engineers (NECE), Chemical Injection Utilities (CIU), Quickflange and Moss – and within the UK has nine offices in Aberdeen as well as sites in Kendall, Cumbria, and Stravangar.

The rapid growth of the company and different focus of each subsidiary inevitably led to different sites operating independently and a duplication of investment. For example, offices had their own versions of technological solutions such as CRM systems and multiple versions of applications such as Sage. The company had numerous legacy systems resulting in five decentralised IT infrastructures accommodating 170 staff users.

### Discovery and diagnosis

ICR Integrity sought assistance from Adept4 to identify the issues with its ageing infrastructure in a bid to rationalise and converge its IT. An initial discovery phase revealed multiple issues from hardware problems, with numerous makes and models of mobile device in use, to software licensing issues, with different versions of Windows and Office installed, as well as data governance issues due to the way data was being shared.

“We commissioned Adept4 to do a discovery audit of the existing infrastructure and sought their expertise on how to evolve. The findings confirmed our suspicions that there were issues with data security and ageing equipment. They provided us with three options, ranging from a basic upgrade to swapping out hardware

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**Mark Ritchie**, Financial Director, ICR Integrity

and keeping the server structures as they were to the advanced option which was to move everything into the public cloud and host it in Microsoft Azure. We looked at the needs of the business going forward and it was a no-brainer to opt for an OPEX model by transitioning to the Cloud,” states Mark Ritchie, Financial Director, ICR Integrity.

### Transition and change

ICR Integrity embarked on a phased migration to the Azure platform in November 2016, starting with the transition of email which saw new accounts created for all staff. The company then recalled existing mobile communication devices and issued all relevant users with a Surface Book device. “Before the project we had 20-30 different makes of mobile device and so we were able to standardise on that with one solution which we took on an OPEX basis, reducing TCO,” explains Mark Ritchie.

The third stage saw file and print servers consolidated and moved into the Cloud, ensuring that the organisation would no longer be responsible for managing on premise systems but could instead rely on a robust virtual infrastructure with secure back-up capable of meeting compliance requirements. These included observance of Health, Safety, Environment and Quality (HSEQ) regulations which are key to the industry in which ICR Integrity operates. The new infrastructure will allow the company to develop a hosted management system to store and control access to this documentation in line with the compliance.

### Futureproofing the business

The move to Microsoft Azure paved the way for ICR Integrity to standardise its IT by moving all 170 users to one software platform: Microsoft Office 365. The vast majority of users were allocated licenses for the E3 service offering, providing them with access to all the familiar Microsoft Office applications such as Word, Excel, Powerpoint and Outlook but with the benefit of collaboration and communication tools such as Skype for Business.



The versatility of the licensing provisioning also allows the company to flex licences on an individual basis, so ICR Integrity elected to put some users on the E1 package which excludes Office applications as this was better suited to their job role. All users are now beginning to leverage the additional capabilities of the suite.

“We’ve been through something of a learning curve with Office 365 mainly due to the speed of the migration. People were already familiar with the Microsoft Office applications but are now using OneDrive and Skype for Business. The latter in particular has dramatically improved communication across the business and it helps keep down communication costs as well,” explains Mark Ritchie.

ICR Integrity is now in the process of completing an Enterprise Resource Planning (ERP) project which Adept4 also advised upon, recommending a SAP Business 1 specialist and providing support around project management and assistance with data migration. The company also plans to begin consolidating nine physical offices in Aberdeen when it moves to a new building this year, with Adept4 advising on the migration of approximately six servers as part of the move.

## Results

The migration of systems, server consolidation and rollout of new hardware were all completed on time and under budget in March 2017, with the ERP project well underway and due to complete by end of year.

“Delivery was over a fairly short time frame but Adept4 were still able to deliver what was in the original project scope on time and in a way that helped us improve our business.

They also helped from an end user perspective as they were hands-on on site and offered advice and tips when we were rolling out the mobile devices. The way it was rolled out, delivered and implemented was fantastic,” concludes Mark Ritchie.

The move to Azure has brought numerous benefits to the business, helping to phase out old technology, standardising the software and hardware in use, and allowing the company to begin investing in hosting its own management systems inhouse to demonstrate compliance through more effective control of sensitive documentation.

Costs are also more easily managed and controlled through the subscription-based model of Microsoft Office 365, telephony costs are lower due to Skype for Business and the fact that only one type of mobile device has been deployed company wide. Plus the company can control costs by scaling services up or down to accommodate fluctuations in demand.

Just as importantly, the project also provided a uniformity to the business:“It’s brought the organisation together. Before we had multiple ways of working from an IT perspective in terms of hardware, software and devices but the move to Office 365 and Azure has allowed us to become one organisation purely by virtue of the fact that it’s allowed people to communicate with one another more easily and more flexibly. Even though they’re in different offices today, they are unified as a business.”

Adept4 has continued to add value after the project, advising on the ERP implementation and through its ongoing system support. “We use their service desk as a resource and have access to their expertise. If we have any issues we can contact them. Or they alert us if there’s a system upgrade. It’s a real value add that has continued to prove to us that selecting an MSP was the right way to go when embarking on such an ambitious – and ongoing – business transformation.”

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