MICR**O**LAND®

Making digital happen

Microland drives digital transformation journey of an FTSE top 250 company with the help of Microsoft Azure driving 50% reduction in operational cost

Very few companies can say that they engage with their customers in myriad ways that improve their lives daily – from booking a local squash court, getting a visa processed, or feeling secure that society's most vulnerable are receiving the care they need. Serco, headquartered in the UK, is one of those exceptional companies. If it's a public service, Serco makes it happen – right from healthcare to recreation; from transportation to judicial services; from immigration to UK air-traffic control services across North American and the UAE; from prisoner transportation and the national border security to defence services. And pretty much everything in between. The scale, range, and importance of the client's day-to-day operations touch millions of lives every second of every day.

Serco adopted a cloud-first strategy to stay ahead of the curve and deliver exemplary customer service, like always. In a bid to realize the benefits of the cloud-first strategy, the client needed a partner they could trust. A partner who could understand the business needs, provide a proven record in supplier collaboration and technical delivery, and had the capacity to deliver large technically complex projects.

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> *"Microland has been our partner to accelerate our digital transformation journey for the past few years and I am happy to see them expand their business and operations footprint in the UK and Continental Europe. Combining the strengths of Microland with that of Serco's expectation of rapid transformation always results in formidable capabilities with an intimate understanding of our needs and opportunities. This, and the cultural fit between our two organizations, is the foundation of our partnership"*
>
> *- John Lockett, Group CIO, Serco Group Plc*

Click here to view the [video testimonial](#).

Stepping up to meet the new business dynamics with Microsoft Azure

When so many people are relying upon these services to be delivered frictionlessly as they go about their day, the demand for improved speed to market, flexibility, and reliability was immense. However, this need was not being met by Serco's existing infrastructure, which was seen as aging, inflexible, complex, and stretched over two datacenters. To meet the new business dynamics – driven by heightened end-user expectations – the client decided to undertake a digital transformation policy and adopt a cloud-first strategy.

The primary objective was to retire the two datacenters by migrating all operational services into Microsoft Azure. Further, they wanted to rationalize and simplify where possible, retire services no longer required, improve service reliability, and minimize disruption to services during the transition. Achieving these would mean draining the two data centers that had been in place for over 20 years hosting 900+ physical and virtual servers, along with storage and networking infrastructure. The infrastructure was an end to end stack comprising production, test, development, and disaster recovery provision for business-critical applications and core infrastructure services for a local as well as global user base. The criticality of this infrastructure can be explained by the fact that it hosted 90+ applications with 100+ interfaces and these applications were processing payroll and pension for over 40,000 government employees.

Serco and Microland partnered for this project because of our experience in large-scale enterprise application and infrastructure migrations and our continued success in managing client's IT operations and platform services.

Delivering on the program objectives by leveraging our repeatable IP and methodology

Microland has long been designated as a [Microsoft partner](#) with 10 Gold competencies and multiple co-sell ready and co-sell prioritized solutions along with [advanced specialization in migrating Windows and SQL server migration](#) helping customers in managing migrations at scale.

As the lead partner working closely with the client, the client's third parties, and the client's external customers, Microland was fully responsible for delivering on the program objectives. To ensure success, at Microland, we applied our proprietary methodology spanning a range of key activities: discovery, analysis, design, plan, build, migrate, and finally decommissioning.

We enabled the client to deliver on one of its key business strategies – switch to a Cloud-First approach. We delivered this program with no disruption to service.

The workloads that were migrated to Azure are -
- 850+ servers, including physical, network appliances, virtual running several versions of operating systems (Window 2003, 2008, 2012 /RH Linux, AIX),
- VMware ESXi 5.5 and Citrix XenApp
- 200+ applications including legacy applications
- 100 TB of Data
- Several versions of databases

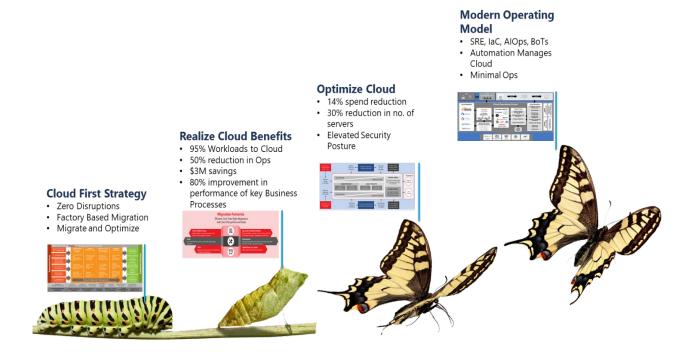And the services and technologies that were used to deliver the engagement include –

- Assessed all the applications, along with underlying infra and the core infrastructure, for Azure compatibility and readiness
- Designed the target-state infrastructure which includes VNets, VPNs, NSGs for improved availability, scaling, and security

- Deployed core infra, migrated RHEL VMs, implemented AD-based RBAC, P2S, and S2S VPNs
- Used Azure SR, Scripts, and other tools to migrate using our SmartMigrate approach
- Moved a complex, non-Azure certified set of Dev/Test infrastructure to Azure without changes to technologies/versions in a short time
- Set up non-marketplace RHEL on Azure, which was joined to domain and access through TS
- Built new SQL Infrastructure, migrated SAP DR environment from on-premises to Azure
- Built a new, smart, scaling-based Citrix environment and consolidated licensing model

After migration, we continue to deliver the support to Serco in a managed services model by –

- Managing day-to-day operations on the Microsoft Azure-based Infrastructure-as-a-service (IaaS) environment
- Efficiently managing, designing, provisioning, and de-provisioning Azure infrastructure resources to maximize the benefits of an Azure-based cloud environment

Modern Operating Model
- SRE, IaC, AIOps, BoTs
- Automation Manages Cloud
- Minimal Ops

Optimize Cloud
- 14% spend reduction
- 30% reduction in no. of servers
- Elevated Security Posture

Realize Cloud Benefits
- 95% Workloads to Cloud
- 50% reduction in Ops
- $3M savings
- 80% improvement in performance of key Business Processes

Cloud First Strategy
- Zero Disruptions
- Factory Based Migration
- Migrate and Optimize

This is a repeatable full-stack solution encompassing from assessment to migration to managed services/support post-migration. At Microland, we have the necessary frameworks and tools in place to support customers during each phase of the engagement.

- **Cloud Assess** – CAF-aligned framework to strategize, assess and plan digital transformation (Co-sell-ready solution)Intelligeni
- **Intelligeni Transform** – To help with migrating workloads on-prem to cloud seamlessly (Co-sell-ready solution)
- **Intelligeni CloudOps** – AIOps-based support platform to cater to the needs of customers on Azure once the migration to support the management of workloads in the cloud (Hosted on Azure)

This solution can be applied to any customer scenario embarking on digital transformation and specifically, moving from on-prem to cloud.

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A digital transformation experience is here

The program delivered an 80 % uplift of key business processes with an additional build that included the migration of a key government client's SAP system from on-premise onto the Azure. A new Citrix farm was built with 2,000+ users migrated from on-premise infrastructure onto Azure. Microland also designed and tested a "mothball" process to deal with legacy applications that were not compatible with Azure but required to be kept accessible for 10 years.

Savings in spend	$ 3 Million
Workloads migrated to Azure	95%
Reduction in operational support expenditure	50%
Spend reduction in Azure after migration	14%
Server count reduction	30%
Reduction in monthly processing time	1500 hours
Improvement in patching	25%
Improvement in backup	30%

This solution of migration to Azure (Assess→ Migrate→ Support) of Microland has been serving several other customers across the globe with its broader market potential.

About Microland

Microland's delivery of digital is all about making technology do more and intrude less. As we help enterprises move to nextGen technologies, we make sure this embrace of brilliance is predictable, reliable and stable.

Incorporated in 1989 and headquartered in Bengaluru, India, Microland comprises more than 4,500+ digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America

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