



Seamless Hybrid Cloud Managed Services
Transformation

**How Advent One
empowered an Australian
leading manufacturer
after its' major divestment**

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One of Australia's leading manufacturing providers has always been committed to delivering high-quality products and services to businesses of all sizes.

As the company continued to expand and evolve, its complex operations, involving a 24/7 supply chain, became increasingly reliant on a robust IT infrastructure.

When the parent company sold their division, however, they found themselves with a significant problem. With a legacy system and the need for seamless migration during this divestment, they faced a critical decision regarding their IT needs.

The organisation was facing massive challenges with its IT infrastructure, particularly with an IBM™ i (AS/400, iSeries) platform housing its centralised CRM application that communicates with over 14 sites. Notably, Advent One had to redevelop a portion of the platform's components because they were custom-coded and lacked a source code design for reuse across the divestment. The divestment from the larger organisation necessitated the establishment of an independent infrastructure, including the migration of a data centre, file and image transfers, and the implementation of related services and servers. This is where Advent One's role in developing the cloud path, via an MS Azure infrastructure build was vital.

The decision to engage an infrastructure specialist largely stemmed from the need to migrate to a hosted IBM i Platform as a Service (PaaS). The organisation faced continuous outages and lacked internal support for the IBM i platform which was critical for their CRM.

Previously, the organisation was part of a larger entity with internal IT capabilities. However, after the divestment, they had to manage all IT aspects independently, from end-user computing to network setup. The migration encompassed numerous applications and hardware, along with a shift from SAP to NetSuite. With a limited IT team, ultimately, the organisation found they were struggling to navigate the interoperability between legacy systems and new applications and required a partner like Advent One to navigate this transition seamlessly.

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Making the Move to Managed Services

The company was facing a set of distinctive challenges as it embarked on its divestment and IT transformation. The separation from a larger organisation brought complexities involving diverse applications, hardware management, and data migration tasks.

Additionally, the transition from SAP to NetSuite required meticulous planning. Despite limited IT resources, with only a three-member team handling various responsibilities, including development and service delivery, they had to ensure seamless integration with the AS400 system, including crucial print functionality.

The organisation's decision to partner with Advent One for its IT needs came about due to a number of compelling reasons:

- **Seamless CRM platform migration to a Managed Service and Microsoft Azure:** Notably, the Advent One team were able to demonstrate trusted expertise in migrating the existing CRM data into a hosted managed service and MS Azure environment, enabling the organisation to move to the cloud. This involved re-architecting and re-engineering the legacy custom code application using a Windows VM on Azure instances and Azure Functions. This ensured the reliance on physical infrastructure was removed, and ongoing maintenance and right-sizing of compute could continue.
- **Enhances security and global connectivity:** From a security perspective, this also allowed for the business to leverage best-of-breed Microsoft security tooling such as Microsoft Intune, Microsoft Defender and Microsoft Sentinel to protect their mission-critical applications. In addition, the move to cloud-based compute allowed for the enablement of global API's to connect to key manufacturing suppliers in Europe. This created traceability, trackability and transparency of service for their customers
- **Expertise in IBM i platform management and complex migrations:** Advent One's proven expertise in managing IT infrastructure, particularly the IBM i platform, aligned seamlessly with their requirements. The offer of tailored solutions addressing the specific challenges and unique needs was a key attraction. Advent One's wealth of experience in executing complex migrations further strengthened the case, as did the inherent efficiency and scalability of their managed services, allowing the company in question to focus on core business operations. With Advent One's support, they executed a seamless migration into Azure, encompassing the establishment of a new IT infrastructure, data and application migration, and seamless integration with their IBM i platform. This transition streamlined operations, optimised IT resources, and laid a robust foundation for future growth.

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Ushering In A New Era With Advent One

"The overall experience working with Advent One has been outstanding. Their technical capabilities, responsive support and no-nonsense attitude has built confidence and trust.. When deciding on how to resolve our technology divestment challenge, Advent One stood out from the pack. The company had incredibly positive customer references and we knew they had the required technical capabilities in-house to deliver on this complex migration."

National IT Manager, Leading Manufacturer

Leveraging Advent One's expertise, certifications and hosted infrastructure has provided comfort around security, compliance and protection of critical systems.

Hosting the IBM i platform with Advent One has also greatly improved stability and performance compared to previous internal hosting models. Taking the burden of maintenance and support off the small internal IT team has allowed them to focus on other initiatives and projects.

The initial migration project has led to an ongoing engagement with Advent One assisting with various upgrades, improvements, removal of legacy systems and consolidation of infrastructure.

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“Adopting an as-a-Service model has decreased our clients risk level by facilitating a proactive approach to monitoring and managing their environment. By prioritising business outcomes, this strategy enables the team to concentrate on higher-value endeavours and promotes innovation.” -

Joseph D'Agata, Senior Account Executive, Advent One

Streamlined IT Operations for the Future

Having successfully completed this significant technology transition, the organisation now has its sights firmly set on the future, with the confidence that its IT systems are primed for scalability alongside business growth.

The success of the move to Managed Services has expedited plans to phase out all legacy hardware and systems, ushering in a future where more services and applications will seamlessly operate in the cloud. This trajectory places the organisation on a clear path toward a prosperous future.

Benefits Realised

- **Cost savings and efficiencies:** The organisation has experienced a notable reduction in internal team costs, and a reduction of compute and storage-related costs by enabling right-sizing through Azure. By no longer necessitating a dedicated team for architecture, administration, and database management, the organisation has shifted toward a more cost-effective reliance on Software as a Service (SaaS) solutions.
- **Impact of IT automation on efficiency and scalability:** Advent One's IT automation has streamlined routine tasks, allowing the organisation's team to concentrate on strategic endeavours. Automation, for instance, has simplified data transfer and reporting processes, resulting in time savings and reduced errors.
- **Improving security and minimising human error:** The transition has played a pivotal role in minimising the potential for human error. Tasks such as patching and firewall management are now automated, as well as access to key Microsoft security tooling, thus bolstering the overall reliability and security of the IT infrastructure.

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- **Enhancing cybersecurity posture:** Advent One's services have significantly fortified the organisation's cybersecurity posture by providing a private cloud for the IBM i platform. They have effectively managed firewall rules, patching, and ensured the security of legacy applications during migration to Azure.
- **Compliance and data protection:** Collaborating with Advent One has enabled the organisation to achieve and uphold data security and compliance standards. Their expertise and dedication have allowed the organisation to focus on core business activities without concerns about certifications and data safety.

Advent One: Your Technology Partner for Growth and Success

Advent One specialises in resolving customer technology challenges, aiming not just to ensure technology functions smoothly but also to establish strong foundations that facilitate customer growth and long-term success.

With a comprehensive suite of services encompassing advisory, project management, and managed services, Advent One stands as a leader in the technology industry. Their extensive experience and expertise span both established and emerging technology domains, including cloud, security, applications, data management, and infrastructure.

Customers have the flexibility to select the service that best aligns with their requirements, ranging from standalone project collaborations to ongoing managed services that either support existing technology ecosystems or provide complete as-a-service solutions.



For more than 20 years, Advent One has provided customers with specialist support for their most sophisticated technology layers. Underpinned by a deep capability across all the major enterprise technology platforms and products, Advent One has invested in people and resources to provide advisory services and implementation support to modernise and transform technology environments for the digital world. Advent One is proudly locally owned and managed, and makes customer technology challenges their own, allowing those customers to focus on what matters most in their own businesses.

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