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**Advent One's
Transformation of Legacy IT
for a Leading Electrical
Wholesaler**

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One of Australia's leading electrical wholesalers, with a rich history dating back to the late 1800s, found themselves facing significant challenges due to legacy systems, an overstretched IT team, and the pressures of global integration. Serving a wide demographic with 1,200 employees across 160 branches, this company caters to a diverse clientele in the electrical wholesale market, providing essential services and products to both commercial and residential sectors.

The technical landscape of the company was complex, marked by outdated technologies and an ERP system running on IBM iSeries. The situation was further complicated when the company was acquired by an international corporation, necessitating a seamless integration into the global framework while maintaining operational efficiency and service quality.

In response to these challenges, they turned to Advent One for infrastructure projects and managed services support.

Advent One's involvement brought a fresh perspective and innovative solutions to the table. By establishing a deep understanding of the business's needs, they were able to develop a strategic approach tailored specifically to navigate the complex technical landscape and facilitate the company's seamless integration into its new international corporate structure.

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The Challenge: Modernising IT with a Personal Touch

After over a century of success in the electrical wholesale industry Advent One's client found themselves at a crossroads when the company was acquired by a large European company. This brought with it a range of challenges. With their ERP running on iSeries, they were ill-equipped to meet the integration demands and scalability required by its new global context, highlighting the urgent need for technological modernisation.

As they explained: *"Our IT landscape was complex, marred by legacy systems, particularly the IBM iSeries, and the pressing need to align with global IT strategies. With a small but dedicated team, we sought not just a service provider, but a partner."*

The company faced several IT challenges, notably:

- Legacy systems, particularly IBM iSeries, crucial for running their ERP applications across all stores.
- A small IT team stretched thin over a wide array of responsibilities, including customisations and support for a user base spread across numerous locations.
- Ageing hardware and an operational expenditure (opex) model shift, necessitating a departure from capital expenditure (capex) investments.
- Global directives pushing for a migration to cloud services, specifically MS Azure, which was beyond the company's immediate capacity.

They continued, "The way Global wanted the environment set-up was far more complex than our existing set-up. Advent One provided technical expertise that shaped our architecture and decision-making, and was highly valued given we didn't have that level of technical expertise internally."

IT Leader, Leading Electrical Wholesaler

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"We work with over 11 technology vendors, and Advent One is one of two that we genuinely trust to get things done on time and within budget."

IT Leader, Leading Electrical Wholesaler

Advent One's Solution: A Partnership Beyond Expectations

Advent One's expertise in handling outdated technologies and modernising ERP systems, particularly those running on IBM iSeries, played a crucial role in this transformation. They focused on upgrading and integrating systems without disrupting the company's day-to-day operations, ensuring that operational efficiency and service quality were maintained and enhanced.

Advent One provided a comprehensive suite of managed services including:

- Infrastructure as a Service (IaaS) for both IBM i and x86 environments, enabling the wholesaler to run their ERP and VMware environments efficiently, without the need for capex investment in hardware.
- Cloud Migration and Management, including building out an entire Azure tenancy to comply with global IT directives and hosting Intershop servers within AWS for enhanced transaction system interfaces.
- Ongoing Support and Innovation, covering everything from server patching, 24x7 help desk support, to disaster recovery and cybersecurity measures, ensuring the wholesaler's IT infrastructure is reliable and secure.

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Realising Benefits: Scalability, Efficiency, and Security

The value Advent One brought to the table extended beyond mere technical solutions; their approach was deeply rooted in a genuine partnership. By prioritising a thorough understanding of the company's operations, culture, and objectives, Advent One was able to align its solutions with the company's long-term goals. This alignment was crucial for the company's successful transition into the global market, enabling it to leverage new technologies and processes that facilitated better data management, improved customer service, and increased competitiveness.

Advent One's approach was characterised by collaboration and transparency. They worked closely with the company's in-house IT team, sharing knowledge and insights that empowered the company's staff and built internal capabilities. This collaborative effort ensured that the company's IT infrastructure was not just updated, but also sustainable and scalable, ready to support future growth and adapt to the changing demands of the global marketplace.

The wholesaler has seen substantial benefits from this partnership:

- Scalability and Flexibility, with Advent One's solutions allowing the wholesaler to quickly adapt to changing business needs, such as setting up a virtual desktop platform in the cloud.
- Cost Efficiency, notably through the shift to an opex model, reducing the need for in-house IT staff and capital investment in hardware.
- Decreased Business Risk, with enhanced cybersecurity measures, disaster recovery capabilities, and reduced reliance on ageing hardware.

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Moving Forward Together

Reflecting on the two decades of partnership, the wholesaler's IT team leader described the relationship with Advent One as a "partnership" in its truest sense.

"We've got a decent IT team, but we are very reliant on having a business partner that actually works as a partner," he explained.

This partnership has enabled the wholesaler to adapt rapidly to changes, leveraging new technologies like Azure Virtual Desktop, and maintaining a focus on innovation without expanding their internal team significantly.

As they look to the future, our clients will continue to build on their successful partnership with Advent One, ready to tackle the next set of IT challenges with confidence and expertise.

"Companies that are prepared for a long-term and trustworthy relationship will get significant benefits from the Advent One team."

IT Leader, Leading Electrical Wholesaler.

Over two decades, Advent One has become more than a service provider; they are a trusted partner and an extension of the wholesaler's IT team. This relationship is built on mutual trust, reliability, and a deep understanding of the wholesaler's business needs and challenges.



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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