



Client Story

Following Divestiture, Healthcare Manufacturer Migrates 2,900 Users to New IT Environment

Divestitures, acquisitions and mergers are a messy business. With so much to coordinate — often in a very short timeframe — it can be difficult to plan and execute a successful IT transition strategy. Luckily, an experienced IT partner like Insight can help make the changeover as smooth as possible.

The vision: IT independence for a newly divested company

After being divested from its parent company, one healthcare manufacturer found itself facing a Transition Separation Agreement (TSA) with a very tight timeline and little room for error. It needed to work with its existing IT vendors to separate its data and workloads from the parent group and migrate everything to an all-new IT environment.

A migration project of this scale required an experienced team that could deliver exceptional orchestration and project management. So, the client put out a Request for Proposals (RFP) to find the right IT partner.

Calling for backup

The private equity firm managing the client's divestiture had worked with Insight's Mergers, Acquisitions and Divestitures team **multiple times in the past**. It knew Insight's team of experts would be a good fit for the job but didn't want to sway the client's decision. So, the firm's leadership made introductions and stepped away, allowing the client to make the final call.

After speaking with our team, the client selected Insight - a solutions integrator - as their partner of choice rather than one of the other "big five" vendors it was considering. The client said Insight had a more thorough discussion than any other vendor competing for its business.

"It was our confidence and ability to deliver across the entire stack that won their business," says the client's Insight Solutions Executive. "We showed that we knew how to work within a divestiture — we wouldn't be learning on their dime."

Our specialized team has been working together on divestitures and acquisitions for four years. Learning the unique complexities of this type of engagement is half the battle. Less experienced IT vendors might be tempted to oversimplify the process of separating or merging infrastructure and user data, but our team knows better.

Industry:

Healthcare manufacturing

The challenge:

Help the client make a clean break from its parent company before the Transition Separation Agreement (TSA) deadline.

The solution:

A highly efficient migration strategy based on in-depth assessment data

Insight provided:

- Custom discovery and assessment
- Divestiture-specific consulting
- Vendor orchestration
- Workload, server and device migration

Insight services:

- Consulting services
- Professional services

Laying a foundation for success

With multiple vendors managing different pieces of the client's legacy IT environment, this project would prove to be one of the most complicated divestitures we've ever managed. Thankfully, we started the engagement with an extensive discovery and assessment project.

It took around three months to dig through the existing environment and extract all the necessary data from the client's multiple tool sets. With this information, we were able to plan a highly efficient migration strategy with accurate timelines and budgets.

We consider a discovery and assessment phase to be essential for any merger or divestiture. As our Solutions Executive explains it, "Whether it's a divestiture or an acquisition, clients usually don't know everything about the parent environment, or they don't know everything about the company they're acquiring. A discovery session helps provide clarity about the existing environment."

Assessments performed:

- Backup assessment of existing data domains and Veeam® backup environment
- Network assessment to ensure legacy infrastructure from the parent company would continue to work for the new environment
- Collaboration assessment of Cisco Webex® environment, video endpoints and telephony endpoints
- Infrastructure assessment of Active Directory® and underlying applications
- Endpoint management and security assessment

Complexity on top of complexity

What made this engagement so complex was the sheer number of organizations that were involved. Five different vendors had been providing services to the parent company. Since the TSA timeline was so tight, the client requested a like-for-like migration preserving all the legacy vendor relationships.

We worked with all five vendors, plus the parent company's Canadian and EMEA teams to orchestrate a cohesive migration and ensure consistency and compliance across the client's new IT environment.

The global scale was another complicating factor. We worked with teams in Spain, Sweden, Germany, Canada and the U.S. to get all global teammates migrated to the new systems.

While we were in the middle of the migration process, the parent company was also sold, adding another layer of complication to an already complex migration project. Though there were many elements we couldn't control, our team of experts managed to keep the project on track, on time, and on budget.

The outcome: Expert orchestration gets the job done with two weeks to spare

The setup and migration for this project required about 40 Insight resources with expertise in multiple areas, including networking, Cisco collaboration and Microsoft 365™. A project of this scale would normally take around 16 months; our team completed delivery in half that time, finishing all migrations a full two weeks ahead of the TSA deadline. The deadline was of ultimate importance to this project. The Insight executive involved in this initiative noted the penalty fees were roughly \$480,000 per month, and "their entire budget could have been significantly impacted if we didn't meet that deadline." Coming in two weeks early was a significant savings for the client.

The client's global CIO said he was very pleased with the work delivered and was pleasantly surprised that we were able to get it done under budget and within the required timeframe. In the end, the client was able to leverage Insight's breadth of capabilities, global scale, and expertise around infrastructure, architecture and application migrations to avoid missing the TSA cut-off date.

Final delivery included:

- 2,900 user accounts and mailboxes migrated
- 400 terabytes migrated to new backup environment
- 300 virtual machines migrated
- 200 servers migrated to on-premises OneDrive® and SharePoint® environments
- Established new data center, security and SD-WAN
- Established new Cisco® Webex meeting site

Benefits & outcomes:

All migrations completed two weeks ahead of schedule, avoiding hundreds of thousands in penalty fees

Project closed
\$60,000
under budget



~200 servers
migrated to new
environment



~2,900 users
migrated to
a new Active
Directory domain
