



CASE STUDY

MITIGATING RISK IN THE AGE OF COVID

Ukuzimanya Technical Services is a Cape Town-based IT service provider that provides its customers with tailored solutions that meet their communications, cloud, storage, and budgetary requirements.

The company has been in operation for over 15 years, and specialises in the Microsoft product stack, with special focus on Azure. Over the last six years Ukuzimanya has



UKUZIMANYA

INNOVATION DRIVEN TECHNOLOGY

gained a strong appreciation for the power of the cloud, and has moved clients into Azure wherever possible as a result.

/THE CHALLENGE>

In early 2020, a large client in the manufacturing sector was looking to migrate its on-premises infrastructure entirely into the cloud.

Power failures due to the country's unreliable electricity grid had caused several interruptions to its operations, and the client was interested in finding ways of mitigating that risk.

This needed to be more than just a lift-and-shift, however, as there was a requirement to upgrade the client's ERP solution with the latest tools at the same time. The project would require a rebuild of servers inside Azure rather than simply migrating existing on-premise servers into the cloud.

The client was also concerned with enabling its workforce to be capable of remote work.

The need for remote-working capability became more urgent after the arrival of the COVID-19 pandemic and the subsequent national lockdown and evolved into more of a norm, than a nice-to-have.



This needed to be more than just a lift-and-shift, however, as there was a requirement to upgrade the client's ERP solution with the latest tools at the same time.



/THE SOLUTION>

Despite its strong preference for Azure, Ukuzimanya was tasked with investigating all of the major hyperclouds to see which would be the best fit for the client's needs.

Azure was the eventual winner due to the complexity and cost of some of the other solutions. When comparing like-for-like, Azure proved to be three times more cost-effective than other solutions. Add in its reputation for reliability, the presence of the two local datacentres, and Azure's overall ease of use, and the value proposition was clear.

A further motivator was the fact that the client's ERP solution ran on Oracle, and Microsoft had recently announced support for Oracle databases inside Azure.

This helped the client finalise the decision to go with Azure.

The proposed solution was to migrate users and non-critical servers into Azure first, then add access control and print servers, and finally to build servers and reimplement Oracle and the ERP solution inside Azure and follow that all up with new training.

The company's reporting and scanning abilities, which rely on those other functions to work, are still being run on-premises and will be moved into the cloud in 2021.



Azure proved to be three times more cost-effective than other solutions. Add in its reputation for reliability, the presence of the two local datacentres, and Azure's overall ease of use, and the value proposition was clear.



/THE OUTCOME>

The project was started in June 2019, and the first phase was completed in June 2020. Excluding planning, wrapping up that first phase took six months.

During the first phase there was no downtime whatsoever for the client. The Ukuzimanya team did everything they could to keep the client up and running by building and testing, and only cutting over to the new services on weekends. Any bugs were identified quickly and ironed out.

As a result of the move to Azure, the client has experienced a performance increase upwards of 20% across many of its IT functions, and now has the ability to easily and quickly spin up additional IT resources inside the cloud whenever they are needed.

Cost savings have also been seen, as the client is no longer paying as much for its hardware and infrastructure and is pleased with the progress toward shifting its IT budget from being CAPEX heavy, to more centred on OPEX.

Most importantly, the client has not had its operations affected by power failures at all. Before, downtime was a regular occurrence.

"Our client had been negatively affected by the instability of the local electricity grid, and needed to ensure that was no longer a risk. They also embraced the "work from home" culture in a big way, so they needed systems they could rely on that their users could access remotely, and which gave them the necessary visibility into their operations. Azure ticked those boxes and more," says Ukuzimanya's Guy Hendricks.



As a result of the move to Azure, the client has experienced a performance increase upwards of 20% across many of its IT functions



/THE TARSUS ON DEMAND DIFFERENCE>

"Ukuzimanya means "together", and we are pleased not to be undertaking this particular project on our own," Hendricks continues. "Tarsus On Demand backs us every step of the way with their expertise and deep technical knowledge of Azure. Together, we are delivering a phenomenal solution for a large company in the manufacturing sector, and I am very pleased with the progress we've made so far."



/GET IN TOUCH>

www.tarsusondemand.co.za
tomarketing@tarsus.co.za
087 073 7707

