



Supporting a Consumer Products Company in Exiting Datacenters and Migrating to the Cloud.

Operate | Application, Cloud, and Infrastructure Operate Services

The challenge

- Deloitte was engaged to assist the client in exiting their datacenters and migrating their applications to the cloud. The client faced several challenges within their current environment, including an unclear delegation of duties for support teams, a lack of standard incident response processes to support incident and problem tickets, and an inability to scale limitations.

Our solution

Deloitte built a cloud environment to support the transition from the client's legacy data centers to the cloud. Key steps included:

- Conducting working sessions with the client to determine the applications in scope for migration and the transition approach.
- Establishing ITSM processes required to deliver services effectively and efficiently.
- Categorizing and prioritizing incidents based on their potential impact on the client.
- Deploying the infrastructure and configuring the environment while applying leading network and security practices.

The outcomes

Deloitte's solution increased application uptime by standardizing ITSM processes, improving response times, and ensuring business applications experienced minimal service interruptions. Additionally, the target cloud environment provided the client with increased agility, enabling the ability to easily scale and adjust to the ever-changing needs of the business applications.

Key Impacts: -

- Increased Application Uptime: Standardized ITSM processes have improved response times, ensuring business applications receive minimal service interruptions.
- Increased Agility: The cloud environment provides the ability to easily scale, ensuring the technical environment can adjust to the ever-changing needs of the business applications.

