

# amsphere

## Relocation, Rationalisation and Integration of Infrastructure

### The Client

An international retailer, respected as one of the stalwarts of the British high street for over 100 years.

### Objectives

Many of the client's individual business units operated as independent IT departments responsible for their own infrastructure, application development and support. This had resulted in over 800 applications, including over 200 that performed similar functions, managed with significant duplication of staff and resources.

The retailer was looking for ways to resolve this, which also coincided with the company looking to relocate offices, giving them the ideal opportunity to consolidate and centralise infrastructure.

### Project

Amsphere set-up and supported an Integration Services team across all divisions and helped the customer migrate all application infrastructure into centrally managed servers. Applications were consolidated into server farms sharing IIS, SQL, Citrix, XCOM etc. based on capacity, security, and availability of services. A significant element of this process was the setup of a centralised testing team to do the following:

- *Risk-profiling for each application based on its criticality and likelihood of failure in the new infrastructure*
- *Test strategy formulation aimed at mitigating the identified risks*
- *Test planning, execution, tracking and reporting. The tests covered all aspects of operational acceptance and user acceptance. This ensured that the applications continued to meet the needs of the business and also met the criteria for central data centre based hosting*
- *Deployment into the new infrastructure in a controlled fashion to ensure that the business was not impacted in any way*
- *Centralised tracking of the process through a single point 'Dash-Board' for senior management reporting and overall communication*
- *Monitoring the number of test cycles required to ensure quality software is rolled out to the users.*



## Benefits

Amsphere successfully completed the upgrade and migration of all applications into the shared environment with minimal impact to the business. A large number of defects were detected in the formal testing process, which would otherwise have slipped into the live environment with significant cost to the business.

Following the migration, Amsphere established a central testing service for testing and implementing ongoing changes and new applications. In addition to testing, the service has expanded to provide mentoring and best-practice training to the development teams to ensure that the high quality of the software is maintained.

Amsphere also manages the infrastructure (400 servers) and Test/ Development environments to achieve consistency.

## Amsphere Services Used

Test Management, Strategy and Planning

Risk Assessments and Management

Best Practice Training

