# FirstNet Technology Services Case Study

**INTERNATIONAL FACILITIES SERVICES (PTY) LTD.**

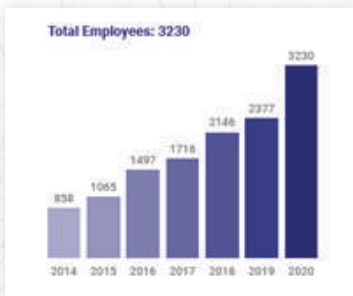**ifs** Closer to Home

## HYBRID CLOUD DELIVERS OPTIMAL SOLUTION

• Case Study: International Facilities Services – Hybrid Cloud Migration
• International Facilities Services (Pty) Ltd.
• Industry: Facility Management, Catering, Camp Management
• Location: 34 Sites across 16 countries within Africa
• Size: 3000+ Users

## COMPANY BIO

IFS operate throughout Sub–Saharan Africa, where they provide bespoke catering and camp management services in some of the most remote and challenging locations on the continent. The core services provided include catering, laundry, cleaning and housekeeping, maintenance, waste management and hygiene services.



## OVERVIEW



Total Employees: 3230

IFS Africa embarked on a digitization strategy to adapt to their changing market and to be better equipped to deliver operational efficiencies. They were looking to be flexible enough to quickly adopt new technology that could give them a competitive edge. A core decision to enable this change was to outsource their IT services to FirstNet Technology and adopt cloud computing so that they were able to focus on their core business and new expansion opportunities.

## THE CHALLENGE:

Ability to scale IT infrastructure to cater for core business application upgrades and replacing legacy architecture were two of the key challenges IFS faced when they approached FirstNet. Additionally, an office move was on the horizon and the business saw advantages to moving to an OPEX financial model. Finally, a large remote workforce needed access to company resources and security was a growing concern. During the project we were additionally challenged with the onset of COVID-19 lockdown restrictions. Fully adopting public cloud was perceived to be a risk to the business that was concerned with radically changing the way their systems operated.

## THE APPROACH AND SOLUTION:

The location of the business made Private Cloud for some applications ideal. This also served well as a staging ground to modernise the environment to best practice giving the customer a pathway to cloud migration while mitigating risk. We built our solution around the ability to connect a point to point with IFS offices via a dedicated, and affordable, 1GBps fibre link on our own highly resilient MPLS core network. This allowed FirstNet's Umhlanga datacentre to deliver "on-LAN" like connectivity to IFS's head office. This coupled with FirstNet's Microsoft Azure Peering Services offered a high-speed extension to deliver public cloud SaaS offerings like SharePoint and Teams dialing enabling us to roll out a hybrid cloud experience on a high performance and resilient WAN. We were additionally able to deliver VoIP via MS Teams and security services over the same network. As part of our staging process and to accommodate the migration we physically relocated their on-prem hardware into our co-location racks allowing only half a day of downtime for the office move and giving us the flexibility to ensure a smooth migration to hybrid cloud by first migrating servers onto our own IaaS service and then moving suitable applications to SaaS.

Via our self-management HYBR console IFS was able to monitor "Pay as you consume" costs as well as self-provision resources and licences on demand. This was backed by a comprehensive service offering that allowed the customer a single outsource to achieve its technology goals rather than working with multiple vendors that can often create frustration. By consolidating the customers budgets we are also able to use the customers spend to achieve more and have been able to implement a variety of security solutions by using consolidation savings rather than finding additional budget.

# TESTIMONIALS:

**ANDREW BRITZ**
GROUP IT MANAGER
INTERNATIONAL FACILITIES SERVICES

"The technological benefits of outsourcing our IT to FirstNet has allowed IFS Africa to be more agile as a business. With FirstNet's support and professionalism, we have a valuable and responsive partner that take a proactive approach to ensuring our changing needs are met. This partnership allows us to transform the future of our business tactically and dynamically."



Above: FirstNet's Umhlanga DC where we collocated IFS hardware before migrating

**DAVE CAMPBELL**
CLOUD PRODUCT MANAGER
FIRSTNET

"The nature of 'pay as you consume' cloud computing allowed us to flex resources as needed. This was critical when IFS needed to change, and trial, a number of operational applications."