



Australia's leading convenience store migrates to Cloud



Background

Our client, Australia's first choice in convenience, is a private company and leading retailer that conducts more than 190 million transactions a year, serving an average six customers per second, generating sales of approximately \$3.6 billion.

Operating as a retailer but also a franchisor, our client needed to optimise their IT operations to keep their stores online with minimal fuss. A move to the Cloud with the ability to scale up and down their storage requirements as and when they needed, to avoid unnecessary spend was a key driver.

The Problem

As a retailer with a strong market position to maintain, our client engaged TDL with the goal of helping them to streamline their core IT services and deliver a modern, flexible, Cloud solution leveraging Microsoft Azure.

- Our client needed a cost effective, yet reliable infrastructure solution that would scale with them as their operations and franchise numbers expanded
- They needed to provide a seamless in store experience to the customers from EFTPOS to inventory and asset management and everything in between
- The owner/managers in the stores were not technology experts and even a moment of downtime could damage the brand and significantly impact the franchisees ability to generate revenue



The Solution

The central IT team at the client head office was keen to have IT focussed on innovation and to optimise their environment to deliver faster services to the number of stores nationwide, instead of maintaining aging infrastructure.

TDL worked with the client from end to end starting with a Cloud Readiness Assessment to determine key server dependencies.

The team then worked on the migration plan, grouping the key workloads and applications from high to low in risk, identifying any that were unsupported. TDL worked closely with the program manager and other vendors involved in the process to ensure a smooth application migration and onboarding into Azure and eventually into a fully managed Cloud Service.

Challenges

There were a number of challenges involved in working on a project like this with active systems and a number of different stakeholders to coordinate, including vendors, client IT team and client employees.

TDL worked closely with the client to ensure the key steps in the migration journey were mapped out in terms of milestones. Any disruptions to their business were also highlighted and planned for during the phased migration.

The result so far

Our client successfully migrated 150 servers from the Data Centre to Microsoft Azure Cloud. The migration included a number of business critical systems including payroll, franchisee relationship manager system, CCTV file servers, FTP Servers and more.

IT are now able to focus on turning on services in the speed that their stores require, innovative business ideas can get to market and be realised quickly.

The franchisees are able to access the latest technology enablers to in-turn provide a superior customer experience in their stores.

The road ahead

With a successful migration completed, the client team were keen to lean on TDL's Cloud expertise a little further and decided to trial a Managed Cloud Service with TDL. As the Client had only recently migrated from their Data Centre and were accustomed to managing everything themselves, TDL agreed to a 6-month trial to gauge suitability for the client.

After the 6-month trial was completed, our client decided to renew their Managed Services agreement with TDL which frees them up to focus on their business, rather than managing their IT.

Under the Managed Cloud arrangement, TDL oversees everything for the client including version upgrades and ongoing proactive management of their Azure services.

