Successful SAP migration from legacy data center to Azure provides Arco with agility and future proofing

CLIENT

Arco is the UK and Ireland's leading safety company with a core purpose of keeping people safe at work.

Through its dedicated experts, Arco helps to shape the safety world in order to ensure UK workers go home safe every night. It distributes a world-class range of over 170,000 quality assured, branded and own brand products, including personal protective equipment, workwear, safety footwear, gloves, workplace safety and hygiene products. Arco also provides professional services encompassing training, consultancy and site services to offer customers a comprehensive safety solution.

CHALLENGE

Planned improvements to Hull's infrastructure affected Arco's headquarters, so the safety expert made plans to develop a purpose-built office and relocate its HQ.

Arco began work on a £16m development in 2019, with its new office providing a platform for further growth as one of the city's leading employers. The office relocation also accelerated Arco's strategy to migrate to cloud based services.

Arco decided to migrate its entire on-premise SAP estate to Microsoft Azure and close its own data centers, opening up exciting cloud computing opportunities to create a fully digitally integrated business. This move would enable Arco to develop new generation applications that would help the company keep pace in the evolving retail space.

To do this, it needed a technology partner with the mix of SAP and Azure expertise to guide it on its journey – one with the project management skills to deliver a complex project to a tight and fixed timetable.

"We were impressed with Ensono's all-round capabilities, meticulous planning and attention to detail. Every aspect was scrutinized and assessed for potential risks, informing a program to cater for every possible eventuality. Over time, Ensono built our trust and confidence that we were in safe hands."

Richard Martin, Digital Director, Arco

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HIGHLIGHTS

CLIENT

A 135-year-old, family-owned business dedicated to keeping people safe at work.

CHALLENGE

Successfully migrate Arco's SAP workload onto the Microsoft Azure platform as part of a digital transformation program.

MARKET CHALLENGE

Increasing costs of operating a national network of stores and the need to offer customers more choice means that it is essential for large retailers to embrace digital technology.

SOLUTION

A fully managed migration and ongoing management program using Ensono Cloud Transform methodology.

RESULTS

- Arco's IT team will be fully trained to take over the long-term management of the SAP estate
- Capitalizing on Azure will turbocharge Arco's vision for a digitally-transformed, integrated business enabling it to keep pace with the evolving retail sector

SOLUTION

After a scoping exercise to fully understand Arco's SAP estate and the ambitions for its migration to Microsoft Azure, Ensono was appointed to deliver a fully managed service solution, guiding the business through the complex migration process, and to manage the platform once migration was complete.

Ensono built a comprehensive strategy to migrate Arco to SAP on Azure, and a cloud adoption framework tailored to Arco's needs. Ensono's cloud migration plan included Azure's public cloud services as the backbone of Arco's future IT estate, as well as training for Arco employees on Azure, through Microsoft's continued support of its partners.

"Our office move is one of the most important events in our long history, it's pivotal for our future success and we had to get this right," explains Digital Director, Richard Martin, a direct descendant of Arco's founding family.

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Ensono's proven migration approach, Cloud Transform, helped to define the most effective working relationship for Arco and Ensono during the migration period, and how Arco's IT team could begin familiarizing themselves with the Azure platform to take over its management in the longer term.

The solution also included extensive access to a specialist Ensono technical team to share the added value elements within Azure, such as how to use the Internet of Things, artificial intelligence, machine learning and automation to improve customer service and deliver efficiencies. To complete the picture Ensono developed smart cost control recommendations to ensure Arco enjoyed the most cost-effective move to Azure.

RESULTS

Arco's transformation is underway. The company will be able to seamlessly scale systems on demand, enjoy simplified backup and restore procedures, and benefit from a cost-effective disaster recovery solution.

"Arco's migration to Azure, prompted by a change of headquarters, enables us to stay ahead of the industry's ever-evolving needs and opens us up to new ways of working," explains Richard Martin.

"In an important period for us, it's been reassuring to have Ensono on our side. Its knowledge of SAP and Azure migrations is second to none, enabling us to build a level of trust that has allowed us to focus on everything else related to our office move."

> "The new Azure environment puts Arco in a powerful position. This migration offers a significant opportunity to explore how Azure can take its operations and its service to the next level. IoT and artificial intelligence plugins offer the firm the ability to create efficiencies, decrease delivery times, improve order fulfillment, and improve customer service."
>
> *Oliver Presland, Vice President Global Product Management of Ensono*

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