

## case study

### TECHNOLOGY

# Hybrid cloud solutions provide engine for growth

**Our client is one of the world's leading information, communication and technology providers.** Now active in 44 countries, it has a long and proud history of improving productivity and efficiency through documentation, digitization, collaboration and mobile work solutions, for both businesses and consumers.

Its markets are highly competitive and fast-moving, with technological developments resulting in new products and services emerging almost every day. Its business growth strategy is built around capitalizing on its trustworthy brand and its reputation as a leader in innovation, further embracing cloud solutions and diversifying its product range in the process.

### ATTENTION TO DETAIL AND PARTNERSHIP APPROACH BUILDS CONFIDENCE

**In 2016, our client was drawing near the end of their current contract with a provider and were finding that their ability to move quickly and make changes within their existing platform was cumbersome and slow.** They knew they needed a new ally that could support its SAP platform and guide them on their cloud journey. Thanks to regular contact in the preceding years, Ensono was well-placed to respond to the resulting procurement process.

The Ensono team spent considerable time developing a strong rapport with their counterparts, building a forensic understanding of the organization's strategic goals, its operational and technical requirements, its ways of working and the skills and attributes it was seeking from a partner.

It was soon clear that Ensono represented a perfect fit, with the two organizations sharing similar values, both seeking a long-term strategic partnership, and both having similar track records in delivering major, results-driven IT modernization programs.

### Highlights

#### CLIENT

One of the world's leading information, communication and technology providers.

#### CHALLENGE

To use new IT infrastructure to drive business innovation and growth.

#### ENSONO SOLUTION

Hybrid cloud solution featuring migration of the European SAP environment onto the Ensono private cloud, and Sitecore application to an Amazon Web Services platform.

#### RESULTS

Our client:

- ✓ solution is an engine for business growth in 30 countries.
- ✓ improved speed, security, resilience and cost-efficiency.
- ✓ flexible commercial terms deliver business agility.
- ✓ European template a candidate for global roll-out.

Importantly, Ensono's focus on designing and deploying bespoke hybrid cloud solutions, with a strong emphasis on the use of the cloud, provided a perfect opportunity to create the highly flexible, cost effective, scalable and secure managed infrastructure environment and business application service that the organization was seeking.

### COMMERCIAL FLEXIBILITY DELIVERS MULTIPLE BENEFITS

**Ensono was appointed in December 2016, on highly flexible commercial and contractual terms.** This provided our client with the ability to adapt its activities, scale up and down at speed, keep tight control of costs and take full advantage of marketplace opportunities as they emerge. The detailed intelligence gathering effort and independent, consultative approach enabled Ensono to define a bespoke hybrid cloud solution. This included the migration, in the summer of 2017, of our client's entire European SAP environment onto Ensono Cloud – a private cloud service – including all production, disaster recovery and testing environments.

Ensono is now also running and managing our client's Sitecore application on an Amazon Web Services platform. This has improved the performance and resilience of all of its European websites - shortening the release lifecycle of new web functionality and procurement strategies from months down to weeks.

After a carefully planned and expertly executed deployment, the solution is already delivering significant benefits to thousands of the company's SAP users, as well as its extensive partner and reseller network.

### SOLUTION A CANDIDATE FOR UNIFIED, WORLDWIDE APPROACH

**Many employees are reporting substantial improvements in the speed of SAP on the new platform.** Response times have been reduced from minutes to seconds, enabling teams in diverse functions such as procurement to improve efficiency, productivity and customer service.

In the highly competitive partner and reseller environments, the manufacturer's speed of response is a critical element in the buying decision, with those responding quickly greatly improving the prospects of boosting sales.

The hybrid cloud solution for our client's European operations is an important step in its ambitions to move to a single, unified, worldwide SAP platform on the Amazon Web Services managed public cloud. Ensono's solution and ongoing service and support is providing a fresh and innovative approach to IT infrastructure, with encouraging early results and positive feedback from users suggesting that the template could have widespread, long term potential application for our client.

“Ensono had an excellent bid team who took the time to really understand our challenges and come up with a solution that would bring real benefit to our organization.”

IT Director

Users in our client's 30 European offices are now enjoying the speed and efficiencies of the Ensono hybrid cloud solution.

Ensono delivers complete hybrid IT services and governance from cloud to mainframe. Let us help you operate for today and optimize for tomorrow.

**To learn more, visit [www.ensono.com](http://www.ensono.com).**

