

## CASE STUDY

## AT-A-GLANCE

COMPANY	Large Financial Services Firm
CHALLENGE	Large-Scale Data Migration Without Affecting Productivity
SOLUTION	Outsourced data migration to RSC's dedicated teams, which coordinate with business stakeholders and technology providers to ensure timely hardware upgrades and smooth data migration processes
BENEFITS	<ul style="list-style-type: none"><li>• Ensures that data migration is executed on schedule with no data loss and no downtime</li><li>• Hardware is maintained and upgraded for optimum performance and cost-effectiveness</li><li>• Avoids outages and productivity impacts associated with aging hardware</li><li>• Allows internal teams to focus on business-facing priorities</li><li>• Coordinates migration efforts with all business divisions — obtaining all necessary approvals and minimizing interruptions to workflow</li></ul>

### WHY REGULAR HARDWARE UPGRADES SAVE MONEY AND PREVENT DATA LOSS

Storage systems have an average useful lifecycle of four years. Beyond that point, the potential for hardware failures increases, and the cost of annual support from the manufacturer rises significantly. It's much more cost-effective to keep hardware up to date than to risk downtime and data loss due to outdated hardware. Each time the system is upgraded, the data must be migrated to the new system. The RSC Solutions team migrates 25% of the systems each year to maintain a 100% replacement over a four-year lifecycle. The team coordinates the entire process with all business units that use the data, to ensure that users always have access to the data when they need it.

## KEEP HARDWARE AT PEAK EFFICIENCY AND MANAGE LARGE-SCALE DATA MIGRATION SMOOTHLY WITHOUT SACRIFICING PRODUCTIVITY

### THE CHALLENGE

- Keeping storage system hardware up-to-date in the most cost-effective way without data loss, outages, or interfering with productivity.
- Each hardware update necessitates moving all the company's data over to the new systems.
- Data migration must be done outside of business hours to ensure access to data when needed and avoid affecting productivity.
- Data migration requires extensive planning and coordination across all business divisions, including approvals for execution at each phase of the process.
- Hardware performance and reliability deteriorates significantly after approximately 4-6 years of use. To prevent data loss and ensure productivity, systems must be updated consistently.

"The challenges of large-scale data migration are half technical and half people-oriented." — Collin Nugent, CTO, RSC Solutions

### THE SOLUTION

Outsourcing data migration to a dedicated RSC team, which coordinates and implements all aspects of data migration on an ongoing basis and partners with technology providers to ensure smooth hardware upgrade processes.

"The data migration process takes a lot of coordinating because it cuts across all divisions. We work with individual technical representatives from each business unit within the bank." — Collin Nugent, CTO, RSC Solutions

## AREAS OF EXPERTISE

RSC Solutions teams work in partnership with a U.S. multinational technology company that offers computing, networking, and storage products and services, to provide a seamless hardware refresh process. RSC Solutions has also created an expert team for full migration lifecycles around block (SAN) and file (NAS) storage systems, including developers and database experts to implement and support a custom data warehouse.

### ROLES AND SKILLS:

Project management — organize and coordinate data migration processes

Change control — manage documentation and approvals

Technical engineers — development, DBA, analytics, and reporting

Storage engineers — data replication, configuration of new systems

### CORE TECHNOLOGIES:

Vendor-specific provisioning and management tools, as well as proprietary systems using Python, Java, MSSQL, Hadoop, and Tableau

Block, File, Object Storage

## HOW THE RSC SOLUTIONS DATA MIGRATION TEAM WORKS

Data migration is a four-part process: Discovery, set-up, planning, and execution.

- Identifying all affected systems and people
- Following proper change control procedures and getting approvals
- Executing migrations without negative impacts on data users
- Extensive planning and configuring of new infrastructure to support:
  - Zero data loss
  - Zero unplanned impacts to data availability
- RSC's dedicated teams have the expertise to manage migration for both block storage and network attached storage.

"Before our client outsourced this to RSC Solutions, they were falling very far behind on data migration and system upgrades, resulting in increased costs and risks to their business. The solutions team from RSC enabled them to get back on track and maintain proper refresh cycles."  
— Collin Nugent, CTO, RSC Solutions

## BENEFITS OF OUTSOURCING DATA MIGRATION TO RSC SOLUTIONS

### OUTSOURCING TO RSC VS. MANAGING DATA MIGRATION INTERNALLY

- Having a dedicated team ensures that data migration is executed on time, with all necessary approvals, and without negative impacts on productivity.
- Eliminates the need to pull staff from other responsibilities and allows them to concentrate on business-facing priorities
- RSC Solutions' dedicated team ensures proper hardware lifecycle management, avoiding the risks and costs of aging tech.
- RSC Solutions teams perform data migration outside of business hours, eliminating system downtime and conflicts with business priorities, and ensuring that data is accessible when needed.