



CUSTOMER STORY

Our Advisors and Zurich Insurance undertook an award-winning APAC IT Data Centre migration that formed part of their digital transformation.

OVERVIEW

As the lease on its Hong Kong office floor was nearing expiration, Zurich Insurance, a multinational insurance company, decided to relocate its regional Data Centre to a colocation facility. This move presented an ideal opportunity for Zurich to reassess its IT estate, upgrade technology, and implement a standardised platform for their Primary Data Centre. Our Advisors, with its extensive local expertise, was brought on board to assist in selecting a suitable facility and managing the subsequent migration.

Collaborating closely with Zurich Insurance's Technology Team, our Advisors identified the necessary IT infrastructure, applications, and services to develop a Data Centre design aimed at reducing the current footprint by 50%. After establishing a migration strategy for each service, the team meticulously planned the relocation to the new facility.

Despite a tight 15-week deadline, our Advisors successfully managed the migration of 3,500 servers to the new Data Centre, executing a nearly flawless program that ensured zero downtime for Zurich Insurance's APAC operations. The success of this project led to its recognition as the winner of the prestigious DCD - Asia Pacific Cloud Journey of the Year Award at the Data Centre Awards.



THE COMPANY

Zurich Insurance in APAC operates across Australia, China, Hong Kong, Indonesia, Japan, Malaysia, and Singapore, serving over 12 million customers. They focus on motor, accident & health, life and travel insurance, leveraging advanced digital technology and customer-centric strategies to drive growth and high customer satisfaction.



TARGET

Complete the Data Centre Migration activities for 8 countries within a 15-week migration period



DEVELOPMENT

Our advisors worked with the Zurich local and regional teams to develop the detailed steps for the migration of the services



INTEGRATION

When services were moved across the business teams logged into validate all services through documented test scripts

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CHALLENGE

Zurich Insurance's Primary IT Services were housed in the Regional Primary Data Centre, located within their Hong Kong headquarters. With the office lease nearing its renewal date, management decided to vacate the premises, prompting the need to relocate the Data Centre.

As much of the existing IT infrastructure required a technology refresh, this presented an ideal opportunity to reassess the IT estate. The goal was to implement a standardised platform that would support both the Primary Data Centre and the Secondary Data Centre, which serves as the Disaster Recovery site.

RESULTS

The Zurich Technology Team were able to exit an end of life on-premise Data Centre to a purpose built state of the art facility.

The developed and modified System Test Scripts were later adopted for Disaster Recovery Tests.

With the success of the Primary Data Centre move, our Advisors were appointed to assist with the Zurich Disaster Recovery Data Centre in Singapore.

**3.500
SERVERS
MIGRATED**

A MIX OF PLATFORMS
INCLUDING WINDOWS, UNIX
AND AS400 OPERATING
SYSTEMS

**ZERO
DOWNTIME**

EVEN THOUGH ALL SYSTEMS WERE
OFFSHORED – AGAINST HAVING THE
SYSTEMS IN THE OFFICE – USERS
REPORTED SYSTEMS WERE QUICKER

SOLUTION

SITE SELECTION - Our Advisors was engaged to evaluate the current market and identify suitable Data Centre providers capable of offering robust facilities for Zurich Insurance's IT Infrastructure platforms. They identified five potential suppliers and conducted a thorough procurement process based on a detailed requirements document.

CONTRACT NEGOTIATION – Our Advisors also played a key role in negotiating commercial terms and contracts, collaborating with a specialist external IT lawyer.

DESIGN AND PLANNING - Working closely with Zurich Insurance's Technology Team, our Advisors assessed the IT infrastructure, applications, and services. This collaboration enabled them to design a Data Centre layout that reduced the current footprint by 50%. Together, they agreed on a Migration Strategy for each service and developed detailed Transition Runbooks outlining the necessary tasks to move services from the current Data Centre to the new facility.

IT FIT OUT - Our Advisors managed the entire Data Centre and IT fit-out process, ensuring activities were aligned with the program schedule. With a stringent 15-week timeline for migrating over 3,500 servers.

MIGRATION MANAGEMENT – Working with the Zurich technology team and third parties, a series of Maintenance Windows was utilised to transition services across to the new Data Centre. The final migration event was a resounding success, delivering the project on time, within budget, and with zero downtime for the business. This near-perfect execution underscored the project's achievement in meeting all objectives seamlessly.

BENEFITS

Zurich Insurance leveraged our Advisors' unparalleled expertise in managing complex projects, Data Centres, and IT infrastructure. This collaboration allowed Zurich Insurance to avoid common pitfalls and ensured that business operations remained unaffected throughout the project.

By developing a 'Live/Live' Data Centre and IT services model, Zurich Insurance now possesses a robust platform for business growth, significantly mitigating the risks associated with IT incident recovery.

The Zurich Insurance Technology team grew both individually and collectively, fostering collaboration and alignment with other business units. This successful teamwork was carried forward into subsequent projects.

CLIENT FEEDBACK

"It is one of the most successful projects that I have worked on. I am impressed that the Bushey Advisors PMO and project team were very proactive in identifying and resolving risks and issues. It was definitely one of the key factors for our success."

Regional Security Officer