



BUSHEY

CUSTOMER STORY

A major financial institution successfully relocated its disaster recovery Data Centre, ensuring business continuity and compliance through expert-led planning and execution.

OVERVIEW

When a leading financial institution was notified by IBM of the impending closure of its disaster recovery Data Centre in Baulkham Hills, Sydney, it faced a critical challenge: migrate its entire IT infrastructure to a new facility without disrupting operations. The organisation selected a state-of-the-art Data Centre in Melbourne as the destination, initiating a complex, multi-phase project that spanned over 9 months.

The project began with discovery and planning, followed by infrastructure design, procurement, and a phased migration strategy. The team executed soft migrations of databases and virtual machines before physically relocating servers, mainframes, and storage systems. The final move involved transporting over 400 devices and 6PB of data across 860 kilometres.

Despite procurement delays and dependency project failures, the migration was completed ahead of the contractual deadline. The new facility now supports over 300 disaster recovery applications and meets compliance requirements for geographic separation. The project concluded with a successful decommissioning of the old site and a seamless transition to the new environment, ensuring resilience and scalability for future growth.



THE COMPANY

A global leader in insurance and financial services, this organisation supports individuals and businesses with tailored risk management solutions. Operating across diverse markets, it combines innovation, digital transformation, and sustainability to deliver long-term value. With a strong reputation for reliability and customer focus, it helps clients navigate uncertainty and secure their future with confidence and resilience.



TARGET

Exit of the existing Data Centre within six month notice from the existing Data Centre Supplier.



DEVELOPMENT

Project Team worked with Technology towers, business governance teams and third parties to co-ordinate the move.



INTEGRATION

All systems were required to be rebuilt and tested before the project team were completed.

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CHALLENGE

The project was initiated under pressure, with the client receiving notice from IBM that their existing disaster recovery Data Centre would be closed. The initial plan to migrate services to the public cloud was deemed unfeasible, prompting the need for a physical relocation.

Numerous challenges emerged. Procurement delays significantly impacted timelines, with critical equipment and contracts—such as Telstra voice services—delivered late. The onboarding of the consulting team itself took seven months, delaying early-stage planning. Dependency projects failed to deliver, forcing the migration of legacy systems that were originally slated for retirement or transformation.

Technical hurdles included rebuilding over 5,000 firewall rules from scratch due to a change in firewall vendors and the absence of validated legacy configurations. The project also faced cultural and organisational silos, with teams reluctant to collaborate without mediation. Cabling issues at the new site further complicated the final migration, with missing labels and incomplete patching causing delays.

Despite these obstacles, the consultants navigated the complexities with precision, adapting strategies and maintaining momentum to ensure the project stayed on track and met its critical deadlines.

SOLUTION

The Bushey Advisors approached the project with a structured, multi-phase methodology. The initial discovery phase involved assessing the current state of the Baulkham Hills facility and identifying gaps in documentation and infrastructure readiness. This was followed by high-level and low-level design planning, which laid the foundation for procurement and migration strategies.

The team developed a comprehensive migration runbook detailing every step of the transition. They coordinated with technology teams to build out the new Melbourne Data Centre, ensuring that network, storage, and server infrastructure were installed and tested in a staged manner.

Soft migrations began with database replication—SQL, DB2, and PostgreSQL—followed by virtual machine replication. These were synchronised to minimise downtime and ensure data integrity. Physical migrations commenced with the decommissioning of legacy systems, including mainframes and storage arrays. Equipment was securely packed, transported with GPS tracking, and reinstalled at the new site.

The Bushey Advisors managed every aspect of the move, from cabling and power distribution to system commissioning and testing. They also oversaw the decommissioning of the old site, ensuring ethical recycling of over 1,800 disks and 422 devices. The project concluded with a successful handover, meeting all compliance and operational requirements.

PLANNING

ON A DAY TO DAY BASIS

WITH LESS THAN 130 DAYS TO COMPLETE THE END-TO-END PROCESS, MANY TASKS WERE RUN IN PARALLEL

ZERO DOWNTIME

SERVICES WERE MIGRATED DURING AGREED MAINTENANCE WINDOWS AND ALL SERVICES RESTORED AND TESTED

RESULTS

The project culminated in the successful migration of a fully operational disaster recovery environment to a new Data Centre in Melbourne. The new facility houses 27 racks and supports over 300 critical applications, including legacy systems and modern virtualised environments.

Key infrastructure components such as IBM mainframes, HP storage arrays, and specialised appliances were seamlessly integrated. Over 6PB of data was migrated, and more than 5,000 firewall rules were rebuilt and validated.

The Bushey Advisors ensured that all systems were tested and commissioned, with minimal disruption to business operations. The old site was decommissioned ahead of schedule, avoiding additional rental costs.

The new environment not only meets compliance standards for geographic separation but also provides a scalable and resilient platform for future growth. The client now benefits from improved risk posture, enhanced operational stability, and a modernised IT infrastructure that supports business continuity.

BENEFITS

The project delivered a wide range of benefits to the client. Operationally, the new Data Centre provides a resilient and scalable environment that supports disaster recovery and business continuity. The geographic separation from the primary site enhances compliance and reduces the risk of simultaneous outages.

The migration process also served as an opportunity to modernise infrastructure. Legacy systems were evaluated, with 71 virtual machines retired, reducing technical debt. The rebuilt firewall architecture improved network security and manageability.

From a sustainability perspective, the project prioritised ethical recycling, with all decommissioned equipment processed responsibly. The Bushey Advisors' structured approach ensured minimal disruption, clear governance, and efficient execution.

Culturally, the project fostered improved collaboration across teams and highlighted the importance of proactive planning and communication. The client emerged with a future-ready IT environment, better positioned to support evolving business needs and technological advancements.

CLIENT FEEDBACK

The successful relocation of our disaster recovery Data Centre was a testament to expert planning, execution, and collaboration. Despite the complexity and scale, the transition was delivered on time, within scope, and without disruption to our business operations. The governance structure provided clarity and confidence at every stage, enabling our teams to stay aligned and focused. This project not only strengthened our infrastructure resilience but also demonstrated what's possible when strategic vision meets disciplined delivery. We are now better positioned to support our business continuity objectives and future growth with a modern, scalable platform.

Client Chief Information Officer
