

## Case study.



Intelligent Data Centre and Hybrid Cloud | Global

# Keeping people working with Azure migration

## Client profile

International Workplace Group (IWG) is a world leader in providing flexible workplace solutions. With centres in 110 countries, they provide services to 2.5 million users in over 3,300 locations.

**'Our customers want a choice of workspaces and communities to match their needs and require enterprise-grade service, security and reliability. We want to remain the first choice for flexible workspace provisioning in the sector.'**

**Andre Sharpe,**  
Chief Information Officer, IWG

## Summary

Identifying the need to move their applications to a reliable and flexible platform, IWG decided to leverage the power of Microsoft Azure for all their business-critical applications.

Working together, IWG and Dimension Data adopted a best-practice migration approach to ensure that IWG's applications were seamlessly migrated to the Azure platform and their disaster recovery systems implemented to ensure their applications are always available.

This provides them with the agile and secure platform they need to drive business innovation and modernise their application estate.

Their IT and development teams are now free to focus on delivering additional business and customer value, leveraging the scale and flexibility of the Azure platform.

## Vision

### Building a vision for reliable, flexible IT

With the demand for flexible workspaces growing exponentially, global flexible workplace provider, IWG was positioned to benefit from this growth. However, with a global solution, they needed their key applications to be available 24/7.

As part of their continuing evaluation of all their operations, they identified their current application hosting environment as a key risk to the organisation.

'One of our main competitive advantages is the world-class technology platform we offer our clients around the world. With our growing number of large corporate customers and new franchise partners, this was the right time to invest in improving our services even further. Our customers want a choice of workspaces and communities to match their needs and require enterprise-grade service, security and reliability. We want to remain the first choice for flexible workspace provisioning in the sector,' comments Andre Sharpe, IWG Chief Information Officer.

To address the identified issues, they decided to standardise on Microsoft Azure to create greater agility, application availability and resilience for their critical applications. This would provide them with the platform they needed to drive their application modernization strategy.

IWG needed a reliable, scalable data centre they could trust to support them with the kind of creative work solutions that they'd built their business on. We knew that they could rely on Microsoft to deliver that kind of assurance. They also needed an experienced partner.

## Which technologies?

- Microsoft Azure

## Which services?

- Managed Services for Cloud

## Which partners?

- Microsoft

**'Migrating to Microsoft Azure, we know that our people and our customers can benefit fully from the benefits of cloud. The cloud is now part of everyday life, and it's easier than ever for people to plug in and work from anywhere.'**

**Andre Sharpe,**  
Chief Information Officer,  
IWG

Technology plays a crucial role in driving business outcomes, and as a leading technology partner, we collaborate and co-innovate to help our clients accelerate their digital journey. Find out how our full range of capabilities, together with our world-class strategic partners, enables us to give our people, clients and communities the power to do more.

[Explore our services](#)

## Transformation

### Delivering a best-practice migration

Following an initial engagement with another service provider, IWG engaged Dimension Data as a result of our extensive capabilities in both Azure and managed services.

To ensure that IWG achieved their desired outcomes we leveraged Microsoft's discover, migrate, optimize Azure cloud migration methodology.

During the Discover Phase, we went through a Cloud Readiness Assessment to inventory and benchmark IWG's on-premises servers and application workloads.

This was followed by the Migrate Phase, where we leveraged the Microsoft Azure Migrate tool to deploy application workloads to Platform-as-a-Service services where possible.

To reduce their operating expenses and increase the scalability and reliability of their data centre, they migrated their 176 servers and application workloads from on-premises to Azure.

We then monitored the virtual machines and workloads and as part of the optimise phase, fine-tuned the environment, found cost efficiencies, and increased availability (reliability) and scale.

To ensure that we met their application availability requirements, and reduced their risk profile, a full disaster recovery fail-over configuration was implemented to a separate geographic Azure data centre.

## Results

### A reliable platform for business growth

With their applications now running on Azure, IWG can focus on delivering innovation to the business and ensuring that their customers receive the service they expect. The move to Azure has allowed them to reduce operational risk and the resources required to manage their data centre. The availability of their applications has increased and the environment is more secure with all security alerts monitored through our global SOC.

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### Innovation

The IWG development team are now able to focus on the planned digital transformation initiatives such as IoT at the centres to enable remote access control, environmental regulation, utility savings and customer consumption tracking as well as real-time intelligent pricing models.

### Reduced risk

Leveraging Azure AD has reduced identity management and theft increasing client trust. Their business has significantly reduced their risk by applying fully managed fail-over procedures, data replication, fully automated DR failover for non-HA applications, and automated pipelines for PaaS applications.

### Reduced downtime

With increased availability and reduced service interruptions, IWG can now scale their services on demand, unlocking seasonal and long-term client opportunities. Their web development team are now released from operational support duties allowing them to focus on creating a new customer portal.