

MIGRATION SERVICES PROJECT

Executing Demanding Migrations with Excellence, Speed, and Precision Insuring Our Client's Project Success.

THE CLIENT

Our client, a global leader in assessment and testing, has over three decades of experience as a provider of technology-enabled testing and assessments to many of the world's most recognized certification organizations, academic institutions, and government agencies. They support in excess of 7 million test takers annually with locations in approximately 160 countries around the world.

CHALLENGE

The client's infrastructure had reached end-of-life support with their Microsoft Windows Operating Systems and needed to have their servers migrated to Windows Server 2019 and their workstations migrated to Windows 10.

This migration was extremely complex and included approximately 671 Test Centers and thousands of workstations globally. Adding to the complexity was that this migration involved many countries, some of which are technology challenged and speak various languages. To ensure business continuity, the maximum downtime for each location was set at three days.

After careful review and examination, Intertec had to achieve the following to complete this migration in a timely, successful manner:

- **Understand** our client's business requirements and goals for this migration.
- **Design** a plan including researching and identifying automation tools / and supporting software applications.
- **Develop** training guidelines to insure process continuity and excellence for server and workstation upgrades.
- **Migrate** Test Center Infrastructure, adding automation components to the site builds, including but not limited to, virtualization, image management and configuration, Operating System Configuration, workstation installation, application package deployment, and progress and functionality.

“We needed to migrate our current servers and workstations to a new OS which was an enormous challenge for our organization. Intertec handled our project with expertise and professionalism and were partners with us every step of the way. I have complete trust and confidence in Intertec's people and solutions.”
~Client Quote

INTERTEC'S SOLUTION

Intertec constructed a synchronized team of 50 staff members, across three shifts, and in multiple time zones with the following roles:

- **Customer Service Representatives** assisted with first initial engagements, logistics, quality analysis, and client satisfaction.
- **Level 1 Engineers** managed onsite coordination, upgrades and installation / configuration of the client's workstations.
- **Level 2 Engineers** were responsible for supporting the Level 1 team and coordination, upgrade, and installation / configuration of all server infrastructure, onsite and cloud.
- **Cloud Architects** designed and implemented all necessary infrastructure at the cloud level.
- **Technical Project Managers** coordinated all project related requirements, activities, and deliverables.
- **Infrastructure Managers** oversaw the successful implementation of migration activities and helped support the technical team.
- **Account / Operation Manager** acted as an escalation point for the client.

ACHIEVED VALUE

The client's migration was completed successfully and as promised with minimal downtime and business interruption. Intertec's team worked tirelessly to insure all of the client's goals were met and realized and included constant collaboration with the client.

“We established a great partnership and synergy with this client fulfilling their migration needs while building trust that we listen, investigate, examine, design, and execute to their requirements”, said Intertec's Senior Operations Manager.

The greatest result is that the client, with Intertec's expertise:

- Were able to obtain the **migration solution** they wanted and needed
- Are able to keep their **business automation and documentation successfully performing** for many years to come!

Intertec learned from this enormous undertaking and gained a broader knowledge base to support and leverage future migration projects. **This was an outstanding win for all parties involved!**