

# Case Study

# Xcelocloud in Action



## Xcelocloud Support Streamlines Complex Divestiture for Fortune 500 Manufacturer

A Fortune 500 global engineering, procurement, and construction company with diverse operations spanning multiple industries had previously acquired a large industrial equipment company. The parent company ultimately decided to divest and prepare the equipment company for acquisition by private equity firms.

Xcelocloud collaborated closely with the IT Director of the equipment company, who provided invaluable insights into the company's environment and data infrastructure. This partnership enabled Xcelocloud to assist the equipment company in navigating the complexities of the divestiture. Given the global and industrial scope of the business, it became essential to establish a resilient and flexible IT infrastructure capable of supporting its diverse operations effectively.

### Executive Summary



#### Challenges

- Urgent, time-bound requirement to technologically prepare divested company for acquisition.
- Current applications and systems were obsolete, leading to low productivity.



#### Solutions

- Mobilized a team of engineers across more than a dozen concurrent workstreams to execute the migration plan.
- Facilitated transition of digital applications and physical controls.



#### Results

- Tight deadline for transition was successfully met.
- A technology transition template was created for future M&A activity.

### Engagement Process

The divestiture scenario presented unique and complex challenges for Xcelocloud. The project started with an extensive discovery phase involving numerous working sessions and daily meetings to thoroughly understand the transition requirements. Despite this thorough preparation, Xcelocloud was confronted with a compressed timeline due to the acquisition strategy. The goal was to swiftly migrate all systems from the parent company's IBM-managed infrastructure to the divested company's environment, which was non-existent at the project's outset. This necessitated the creation of an entirely new IT infrastructure within the stringent window, ensuring its functionality and stability.

The employees at the company being sold were dissatisfied with the outdated systems in place. The use of obsolete applications resulted in lower productivity. Xcelocloud took the initiative to understand their requirements by conducting interviews with key stakeholders from different departments and integrating these needs into the newly implemented modern applications.

The security policies governing the company that was being divested did not apply to their business, so Xcelocloud consulted to create a new security policy. Xcelocloud also provided security tools and controls and managed security services to protect the customer from potential threats.

## Solution Implementation

Mergers and Acquisitions (M&A) bring complex technical, organizational, and cultural challenges when integrating technology from different entities. Given the critical nature of this change, it's essential to have a comprehensive strategy that addresses these concerns while ensuring a smooth transition to a robust, efficient, and scalable IT infrastructure that enhances market competitiveness. Xcelocloud knew how to approach the situation well, and the Xcelocloud support team mobilized over 50 engineers across more than a dozen concurrent workstreams to execute the migration plan effectively.

The project encompassed a wide array of tasks, including data migration from legacy systems to Microsoft Azure, deployment of Office 365 Exchange for email services, SharePoint collaboration site migration, and firewall and security infrastructure installation. The customer did not have or want to operate a new data center, so Xcelocloud architected an entirely cloud-based IT environment. Xcelocloud facilitated the transition to Microsoft Teams-enabled VoIP phones, re-imaged hundreds of computers, and deployed new authentication systems for VPNs. In addition, Xcelocloud field services teams set up new elevator and guard controls at HQ, which required extensive cabling.

## Outcomes

The Xcelocloud Multi-Vendor Support Services program offers a comprehensive suite of services. All were employed to make the transition successful: advanced engineering, a global service desk, remote monitoring, and field services. Despite the complexity and scale of the project, the Xcelocloud team successfully completed it within the stipulated timeline. The company experienced minimal disruptions during the transition, thanks to the on-site support teams and Level 1 helpdesk, which ensured smooth operations. All of this happened while customer users were coming into the office for work.

## Value Proposition

Why Xcelocloud? Flexibility, engagement level, and resource availability were key factors that resonated with both parent and divested organizations. Xcelocloud's ability to coordinate multiple teams and provide expert guidance throughout the transition process added significant value. Moreover, utilizing the Xcelocloud program elements, including advanced engineering and global service desk, facilitated a seamless transition and positioned Xcelocloud as a trusted IT partner for the company's future endeavors. Not only was Xcelocloud able to do this very complex migration, but it also managed the environment post-divestiture. This was important because the customer had few IT staff to do this independently.

## Differentiator

Xcelocloud's comprehensive approach to IT support sets it apart from other providers. While competitors may offer similar services, Xcelocloud's ability to leverage its expertise, resources, and partnerships ensures its customers' seamless and value-driven experience. By investing time and resources upfront, Xcelocloud demonstrated its commitment to delivering exceptional results and fostering long-term customer partnerships.

## Future Engagements

Xcelocloud continues to deliver on the company's IT needs. Xcelocloud is performing similar services with the equipment company's acquisition of another company while managing a steady IT state. Xcelocloud's involvement in future technology discussions, contract negotiations, and architecture design highlights its flexibility and understanding of M&A scenarios, plus its ongoing commitment to providing holistic IT solutions tailored to the company's evolving requirements.