

Case Study

Headquarters Relocation Project



Network Infrastructure and Voice over IP Solution

Client

Dylon International Limited ("Dylon").

Dylon, a subsidiary of Mayborn Group PLC, manufactures and distributes fabric dyes and household products throughout the UK and to 80 countries worldwide. The business started over 60 years ago, and has been running the Sage ERP X3 system for over 2 years. A significant portion of sales is through the grocery multiples within the UK, which means that Dylon rely on EDI technologies to maintain effective communications with its business partners.

Requirement

After more than 40 years at its headquarters in Sydenham, south London, the business decided to move to a new office in Redhill in Surrey. The offices in Redhill were a shell, and full network and telephony infrastructure was required to be implemented prior to any staff arriving at the site. Dylon's existing Windows based infrastructure was old and required updating, so the remit was set to replace all servers and implement a leading edge solution which would support Dylon's future growth plans.



Project Scope

The project scope was therefore defined as follows:

Management of all aspects of the IT and Telephony requirements of the relocation of Dylon's headquarters to its new offices in Redhill, whilst ensuring seamless business continuity at all times.

Implementation of a new suite of Windows application servers and migration of all users data to coincide with the move to the new headquarters.

The Solution

Dylon appointed Inixion to manage the project from inception, working with the IT Manager on site, to ensure that all requirements were covered.

The following stages of the project were managed by Inixion:

- Initial requirements analysis.
- Liaising with network infrastructure, telephony and Microsoft Exchange suppliers.
- Cost negotiations with suppliers.
- Production and delivery of a group board presentation to enable Dylon to seek approval for the required £200k+ expenditure.
- Management of the entire project for the supply, installation, configuration and testing of:
 - Power and structured cabling.
 - Build and specification of a new secure Server room.
 - 8 new business servers to manage all windows based applications.
 - All networking applications.
 - Cisco Voice over IP (VoIP) telephony system.
 - Microsoft Exchange solution.
- Migration of numerous applications to new servers, including EDI systems, Business Objects, etc.
- Movement of IBM RS/6000 based Sage ERP X3 accounting and stock control system to the new site.

Challenges

A number of challenges were expected and managed during the project:

- **Business Continuity** – At the point of the move, all of Dylon's finance, sales, marketing and IT staff moved to the new location. It was critical that a business as usual status was in place on the Monday morning. To achieve this, a number of items were put in place:
 - **Testing** - Full parallel run testing of all new communications between the new offices and Dylon's distribution centre.
 - **Audit** - Detailed recording of all IT equipment, by user, at the old site and the new offices, along with a full site map of where all IT equipment was to be located.
 - **Planning** - Full weekend cutover plan which included testing of every PC, printer and other peripherals.
 - **Detail** - Mapping and individual redirection of each telephone extension from the old site to the user's new phones, with each redirection individually tested.
 - **Backup** - A full backup plan in place to enable the business to continue from the old site, should a critical issue arise during the cut over weekend.



- **Interaction with Third Parties** – The setup of the new office from a shell involved numerous third parties, most of which were not directly involved with the IT requirements, but all of which had an impact on timescales and critical path of the project. Whether a contractor was pulling up floors, laying carpet, painting walls, drilling holes, erecting walls or building desks, each had an impact on the IT plan. Inixion maintained continual communication with these third parties to ensure that the IT relocation plan could be delivered in parallel with the office renovation work.

- **Movement of the Business Critical ERP System** - The most significant server in Dylan's business is the Sage ERP X3 IBM RS/6000 AIX server. The business is totally dependant on it. At the inception of the project, Inixion identified that a 100% failsafe plan had to be put into place to ensure that all risk of moving the server was mitigated.

A clone server, used for Dylan's on-going Disaster Recovery plan, was put in place in the new offices a month before the move. The Live system was then backed up on numerous occasions, and the tape was taken to the new site and restored on the clone server. Users from the Sales, Finance and Inventory teams were then used to check and validate the data on the clone server, to ensure that the business was confident that a complete restore had occurred successfully.

On the Go Live weekend, the business critical ERP system was transferred to the new location by simply backing up the Live system to tape one final time, and transporting the backup tape to the new location, restoring the tape and running a set of pre-defined validation checks on both servers to ensure that the restore was complete.

Results

After closing the business on a Friday afternoon, the final stage of the migration plan was executed. At Lunchtime on Sunday, 3 hours ahead of schedule, the plan was complete, and the business was successfully transferred to the new location.

Users arrived on Monday morning, and simply carried on working. Orders were processed and shipped as normal throughout the day.

Inixion remained as a visible presence on site for the first two days after the move to ensure that any issues were dealt with.

Comments from Dylan

Mark Stanworth, Group Chief Financial Officer at Mayborn Group PLC, commented:

"The move of our business to its new head-quarters was an important part of our strategy, and it was essential that it happened with no impact on our Customers, Suppliers or Staff. Inixion took control of all the IT and Telephony aspects of the project from inception, and delivered the project with a methodical and detailed approach.

As the business commenced operations on the Monday morning, I walked around the offices waiting for 'something to go wrong', but it never did. Inixion had all angles covered.

Furthermore, tight budgetary control was in place, and the final project was indeed delivered on budget."

Dylon's Website

The website for Dylon International Limited can be found at www.dylon.co.uk.

