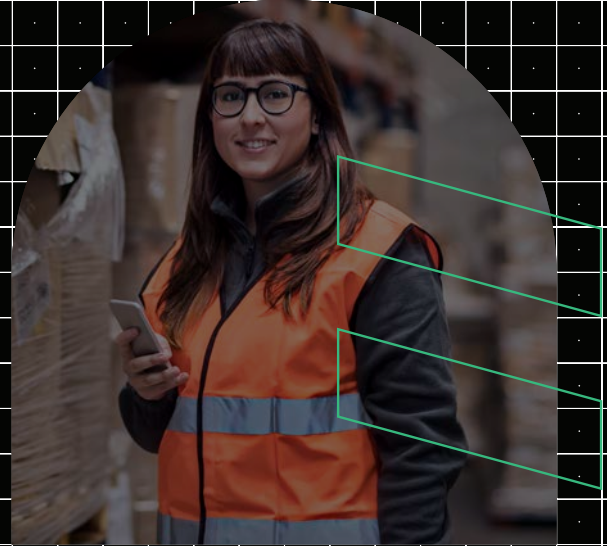


Private cloud priming ISS Australia for next generation business services

A cloud unified communications and contact centre transformation for an inspirational social enterprise.



ISS Facility Services Australia (ISS Australia), the regional business of one of the world’s largest commercial providers of facility services, needed to align with overall group global cloud strategy. However, ISS Australia was operating its business from 170 virtual machines on ageing, complex and hard-to-manage infrastructure.



There were also significant cost implications with ISS approaching a renewal of its capital reinvestment cycle for its server and firewall infrastructure, as well as issues with backup, disaster recovery and data security.

Nexon recommended that all its on-premises infrastructure be moved to Nexon’s Agile Business Cloud. Nexon’s solution focused on a simplified consumption-based I.T. service, providing the flexibility of fixed cost services designed to evolve throughout the business’s lifecycle, while also providing high availability infrastructure with the agility to change as needed. To further improve security, Nexon implemented dedicated managed next generation security services, which includes Next Generation Firewall and many other features. These solutions were designed to align with ISS’s global cloud strategy, allowing ISS Australia to accelerate business initiatives, meet the needs of its clients, simplify operations, reduce risks and transform its operations.

“By migrating to Nexon’s private cloud, we have saved on capital reinvestment costs, and we now have a high quality, high availability and secure server environment that we can support with a small in-house I.T. team,” said Luke O’Brien, CIO, ISS Australia.

The situation

ISS Australia is one of the country’s largest facility services providers with annual revenues of more than \$750 million and a team of 15,000 people across Australia and New Zealand. The company manages remote mining facilities in

WA, SA and QLD, screens over 45 million passengers a year at 13 Australian airports, provides non-clinical hospital services (including over 35,000 patient meals daily) and cleaning services to over 870 schools for the NSW and Victorian Governments and for prominent venues including the MCG, Star Casino and Crown Melbourne.

ISS Australia was operating on ageing and hard-to-manage data centre infrastructure, which represented a significant risk to the business. ISS Australia was facing significant capital reinvestment costs with its existing server infrastructure approaching end of support, and its current environment was not able to provide the high availability capabilities.

“There has been an increasing need for high availability, 24x7 infrastructure to support the services we are delivering for our clients. We are responsible for delivering meals at all times of the day and night to thousands of hospital patients across Australia, and we need to make sure we have the latest information available to us immediately, like dietary requirements and allergies,” said O’Brien.

ISS Australia’s infrastructure made it difficult to complete backups and run comprehensive disaster recovery (DR) testing. Also, with ISS Group implementing a global cloud strategy, ISS Australia needed a cost-effective, consumption-based I.T. solution for its Australian and New Zealand operations to align with this global approach.

At a glance

Industry
Facilities Services

Business challenge
To reduce infrastructure capital and operational costs, improve service availability and reliability, and reduce overall risks to the business.

Solutions
A managed private cloud and next generation firewall environment to replace ISS Australia’s legacy onpremise data centre infrastructure..

Outcome
Twenty five percent (25%) reduction in annual I.T. operational costs, more efficient I.T. administration and management, and a high availability, secure, flexible and reliable cloud environment to support the delivery of services and future business innovation.

The solution

Managed private Cloud and next generation firewall infrastructure

Nexon worked with ISS Australia to design a simplified consumption-based I.T. service and formulated a business case and return on investment (ROI) model that was reviewed and approved by ISS's global consultants in Copenhagen.

The solution entailed migrating ISS Australia's production, backup and DR environment from its on-premises infrastructure to private cloud – Nexon's Agile Business Cloud – providing centralised virtual services with the flexibility and scalability needed, connected via Nexon's highly secure and high-performance network. Nexon is managing this environment to ensure performance goals and SLAs are met across all services.

Nexon deployed SIP services to support Microsoft Skype for Business conferencing and is in the process of deploying a Managed SD-WAN to enhance network services, bringing global sites in, and delivering optimised, direct and secure access to cloud applications for all sites and users across Australia and New Zealand. Nexon's Managed Security Services are supporting a next generation firewall solution, advanced threat protection and a number of other security applications configured and deployed by Nexon.

The project commenced in February 2019, with the new firewalls implemented in June and the cloud migration completed in September. As part of the migration planning and preparation phase, Nexon identified approximately 20 unnecessary virtual machines in operation, which meant a total of 150 VMs were migrated to Nexon's private cloud environment.

"The migration was very smooth, with not one roll-back. We had very good project management from Nexon, who supported our own team really well. Nexon proved themselves as we had no significant issues throughout the project!", said O'Brien.

The benefits

Cost savings, high availability, management visibility and reduced business risk

By migrating to Nexon's private cloud, ISS Australia achieved on its key goals to avoid capital reinvestment costs and introduce high availability data centre services. ISS Australia is saving 25% over five years on its I.T. operational costs and has created greater administrative efficiencies by consolidating its I.T. hardware and services vendors.

"While our global strategy is to move to public cloud, we developed a business case that showed it was cheaper and safer to migrate to a fully managed private cloud. Also, my team wasn't ready to make such a massive transition. This way, we can develop our inhouse capabilities to manage a cloud environment, which will allow us to be more flexible to adapt to other I.T. operating models in the future," said O'Brien.

By removing both the cost and effort required to maintain infrastructure and associated services, ISS Australia has more time and budget to concentrate on higher-value projects, deploy services faster, become more agile and mobile, and deliver seamless customer experience. Its operations have become more agile, flexible and scalable, providing the ability to rapidly adapt and change as business needs change.

"Our new high availability infrastructure puts us in a great position to compete successfully for any future contracts we choose to go after," said O'Brien.

ISS Australia is also experiencing better management visibility and clearer diagnostics with its new private cloud infrastructure. For example, connectivity problems are typically diagnosed by Nexon in half the time it would have taken ISS Australia's own team in the past to pinpoint the issue.

ISS Australia has also reduced business risk, with the managed next generation firewall infrastructure providing advanced threat protection and proactive monitoring and reporting. For the first time, ISS Australia has been able to run a full business continuity and DR test scenario on its infrastructure, improving the organisation's overall business resiliency and service restoration capabilities.

"Our decision to choose Nexon as our managed services and cloud partner ultimately came down to trust. In any big project or transformation project, you can't predict everything that will happen, so it is really important that you have partners like Nexon that you can trust.", concluded O'Brien.

Future vision

With Nexon Managed Cloud Services, ISS Australia has the flexibility of fixed cost services that will evolve throughout its lifecycle, while also providing consumption-based cloud infrastructure and services with the agility to change and scale as needed.

Nexon's solution has ensured that relevant and affordable I.T. and communications solutions will continue to be developed and deployed

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CIO, ISS Australia

to ISS Australia's advantage. Both companies have an ongoing commitment to continual improvement, investing the time and resources necessary to fully exploit the latest technologies and solutions now and throughout the term of the managed services contract.

ISS Australia and Nexon are continuing to work together on future projects including the development and support of new solutions for the business, and improvements to identity management and endpoint management support.

About Nexon

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market, and government organisations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions.

Our end-to-end solutions help clients to solve problems, address frictions and accelerate growth. Committed to the highest standards of responsiveness, competency and transparency, Nexon is built on a unique client care model that is fuelled by continuous feedback. With over 400 staff, we employ some of the country's most experienced consultants and empowers teams to make decisions that accelerate change for client organisations.

As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative solutions and service excellence.

We help our clients move from a position of overwhelm to empowerment, looking forward to a more agile and digital future.

To find out about Nexon, Call us at **1300 800 000**, email us at enquiry@nexon.com.au, or visit nexon.com.au



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