

Application Development Company Azure Migration

Partner:  **mercuryworks**

MercuryWorks was moving to Azure CSP and required support for migrating current clients to the more up to date, flexible platform

Founded: 1998

Headquarters: Tampa, Florida

Size: 1 to 50 employees

Website: www.mercuryworks.com

Services Used: Cloud and Automation Migration Services, DCO+ Program, Tech Data CSP Program, Sales Support

Summary

Mercury Works, a leading software and web application design and development firm with more than 20 years of experience, develops custom solutions for their clients that simplify, automate and engage users. Tackling a wide range of vastly different and difficult technical problems, their teams must not only stay at the forefront of technology, but also be highly specialized across many skills.

In order to offer the best solutions, they leverage any platform necessary for the best business outcome. MercuryWorks was looking to standardize their processes by moving to the Microsoft Cloud Service Provider (CSP) program while staying up to date and evolving with Microsoft as the market demands. Partnering with Tech Data was key to manage the transition and avoid disruption in moving from an annual to monthly procurement model. Together, a clear path was identified to deliver on these overarching strategic initiatives.

Challenge

Once onboarded into the program, all new clients began transacting through CSP on the StreamOne Platform immediately. However, existing clients with Azure open licensing required an Azure-to-Azure migration.

- Classic Cloud Services required upgrades to the Azure Resource Manager (ARM) prior to migration
- Some customer websites had third-party SSL certificates
- Some IaaS resources that had dependencies required the team to find all connected resources and remove them completely

Without Tech Data co-support, these migrations could require 80+ hours from the business in addition to the required resources to maintain current business and incoming requests.

Solution: Cloud and Automation Services

Through Tech Data's Data Center Optimization+ (DCO+) program, MercuryWorks was introduced to the Cloud and Automation Services practice for migration support. There were about five required migrations, each with hundreds of resources tied to each of the subscriptions. Flawless execution of these migrations was priority; any errors or unplanned downtime could impact core business processes for end customers, resulting in profit loss, poor user experience and decreased employee productivity.

Application Development Company Azure Migration

Partner:  **mercuryworks**

MercuryWorks was moving to Azure CSP and required support for migrating current clients to the more up to date, flexible platform

Founded: 1998

Headquarters: Tampa, Florida

Size: 1 to 50 employees

Website: www.mercuryworks.com

Services Used: Cloud and Automation Migration Services, DCO+ Program, Tech Data CSP Program, Sales Support

The Cloud and Automation Services team started the migration process with a proprietary Azure Discovery Script developed in house. This script gathers resource information from one or more existing Azure subscriptions and provides summary information required, flagging any limitations or unsupported resources the subscription might have. This process identifies the challenges ahead of time, allowing the services team to co-develop a prescriptive plan of action for each migration.

Communication was extremely important during this period as each migration was vastly different and required a different course of action. Armed with the details from the Discovery script, the Cloud and Automation team was able to clearly map out the unique migration plan for each subscription, communicating the challenges and planned downtime. The MercuryWorks team and the Cloud and Automation team were in tight communication leading up to each migration. With a clearly defined timeline and plan of attack MercuryWorks was able to manage their client relationships and expectations more effectively and in some cases even shorten the window of downtime.

Result

Between August 2018 to February 2019, the Cloud and Automation team completed each of the five major migrations with no errors or added downtime, working carefully to meet each end users' needs and scheduling requirements. Now each of MercuryWorks end-customers' subscriptions are managed from their own tenant allowing for more flexibility, security, and an overall better customer experience. The migration services offered by Tech Data allowed Mercury to continue developing new and current customer business while managing time-consuming, but necessary upgrades to their customer's Azure subscriptions.

"Once we finally got the right people involved the migration to CSP was a smooth transition. It was amazing working with Kyle, he and his team assessed all our subscriptions and identified what was needed. There was a clear roadmap for every migration, which was incredibly important since each were vastly different in scope and complexity. Kyle took time to answer all of our questions and was flexible when coordinating the execution ensuring we kept a high importance on our end customer's needs."

– Melissa Miller, MercuryWorks Client Services Manager

Interested in how our Cloud and Automation Services can grow your cloud practice? [Find more!](#)