

Case Study

Adam Phones assists Equinix by designing and deploying a migration strategy for the BlackBerry® related segments of its internal network

Case Study Summary

The background

In 2004 Equinix approached Adam Phones to assist in planning a migration strategy for the BlackBerry related segments of its internal network.

The solution

- The team prepared a detailed technical specification document to ensure the proposed strategy would be an exact fit to the company's complex requirements.
- Adam Phones installed, configured and tested the new BlackBerry system in the UK for Equinix.
- Equinix approved the recommendations from Adam Phones to load balance its BlackBerry servers across its European sites.

The results

Because Adam Phones were able to look at areas elsewhere in the business where the existing BlackBerry solutions could be redeployed the company made significant savings.

Equinix as a client has a high spec technical requirement. It is therefore crucial for the company to work with a supplier that can match their exacting levels of technical know how. Adam Phones continue to provide support and strategic input in the management of their data solutions.



EQUINIX

The client

Equinix is a global leader in the secure management and protection of critical business information assets, working with a range of blue chips around the world. Its managed solution is a key choice in a number of the busiest International Business Exchange (IBX®) Data Centres across the world, among other metrics. To transition seamlessly to a new more robust environment, the company had to set up an entirely new BlackBerry back end support system, which Adam Phones helped install in record time.

The challenge

Our client Equinix delivers a complex and bespoke messaging solution across its BlackBerry environment. The constant challenges and demands this brings have made truly next generation messaging infrastructure capability a clear requirement for its infrastructure. Vital as these were, their introduction would have significant implications for the workings of its existing BlackBerry environment. Adam Phones helped make that introduction as smooth as possible. And as Equinix is a company with employees based across multiple sites, operating in different countries and time zones, a phased migration strategy was deemed the only acceptable mechanism for doing so.

The solution

Equinix approached Adam Phones to assist in planning a migration strategy for the BlackBerry related segments of its internal network. As a first move, an extensive audit and comprehensive evaluation of Equinix's existing solution was carried out so as to determine the optimum business outcomes. This was achieved by the technical team within Adam Phones, which has significant experience

in installing, configuring and supporting BlackBerry services across a wide ranging client base. The team worked collaboratively with the client to prepare a highly detailed technical specification document to ensure the proposed strategy would be an exact fit to the company's specific and complex business needs.

Installation and management of the migration strategy across UK

Adam Phones installed, configured and tested the new BlackBerry system in the UK for Equinix via a number of dedicated on-site engineer engagements. This left Equinix in full control of how and when it wished to phase migrate' its user base from the old to the new back end system.

Recommendations and guidelines for migration across European sites.

Upon reviewing the strategies presented by Adam Phones, Equinix approved the recommendations to load balance its BlackBerry servers across its European sites, once the UK transition had crossed the finish line successfully.

Results

Down to the fact that Adam Phones had taken such a meticulous approach to devising a sound and fully defensible migration strategy, they were able to look at areas elsewhere in the Equinix business where the existing BlackBerry solutions could be redeployed to provide further (and significant) savings.

Equinix as a premier technology and communication services supplier has a high spec technical requirement. It is therefore a given it only wants to work with a supplier that can match its exacting levels of customer service delivery. Adam Phones met that brief and continues to provide support and strategic input in the management of all Equinix's mobile data solutions.



Down to the fact that Adam Phones had taken such a meticulous approach to devising a sound and fully defensible migration strategy, they were able to look at areas elsewhere in the Equinix business where the existing BlackBerry solutions could be redeployed to provide further (and significant) savings.