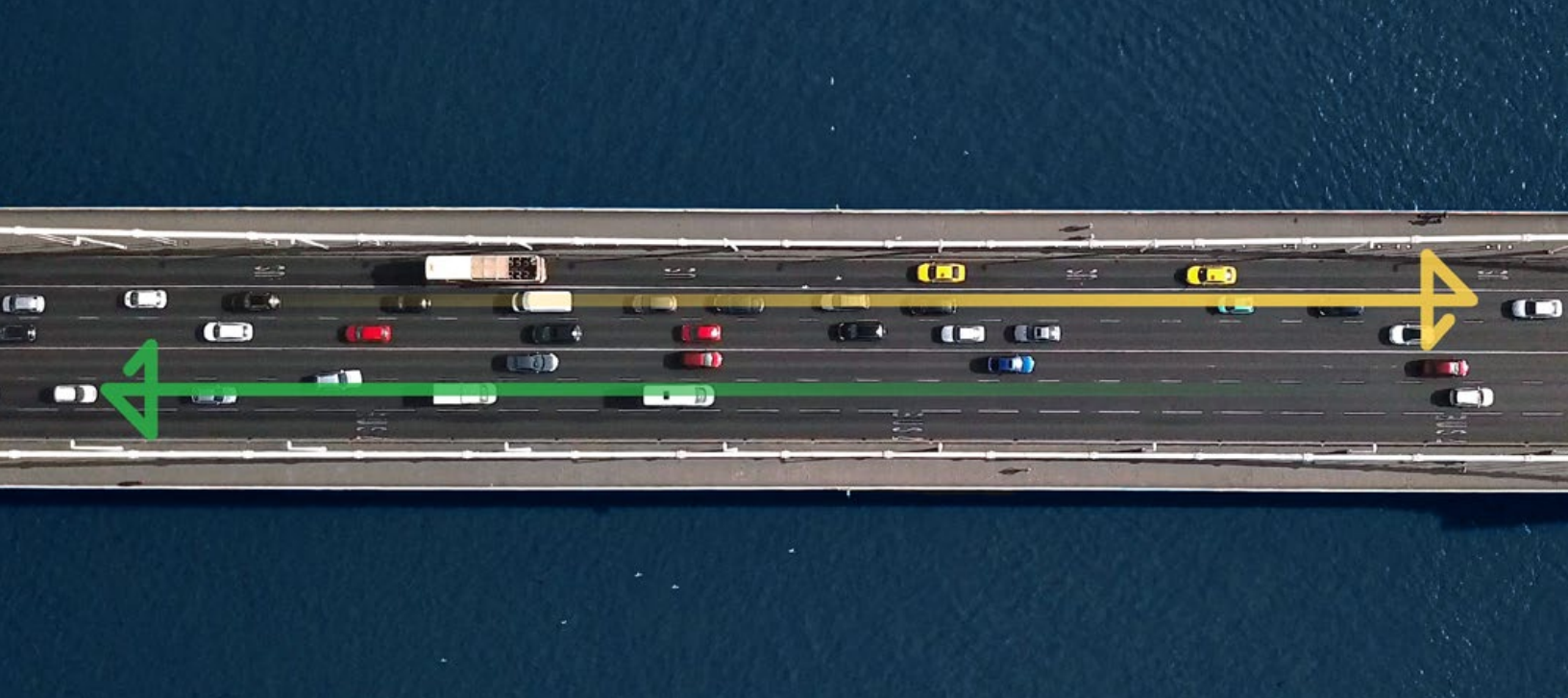


Migration Case Study – Federal System Integrator





The Customer

In April 2018, an acquisition created one of the largest Federally-focused system integrators. In the aftermath of that deal, the combined entity decided to sell off part of its business to a leading provider of call center solutions. The buyer of the call center business was one of the largest service providers to Federal agencies, including the Centers for Disease Control, the IRS, the Department of Veterans Affairs, and the Social Security Administration.

The Challenge

The acquisition presented a significant logistical challenge for network administrators at both the new Federal system integrator and the call center company.

The window for closing the deal was tight – just four months. During that time, the Federal system integrator needed to identify all of its assets associated with its call center business, extricate them from its existing network infrastructure, and deliver them to the call center solution provider.

Modern call centers all use IP-enabled phones, making IP address allocation a critical part of service delivery. This technology choice produced the requirement that the existing network be delivered to the call center provider with zero

downtime. Given the 24/7 nature of the call center business and the strict SLAs of clients on both sides of the acquisition, no scheduled maintenance windows were available to make the transition.

The Solution

The Federal system integrator engaged BlueCat, its DNS provider, to split off the DNS resources associated with its call center business and deliver them to the call center provider.

To meet the strict requirements for no downtime and no maintenance windows, the BlueCat team decided to pursue a strategy of parallel deployments which would shift from one company to another over time.

To start, the BlueCat team worked with the Federal system integrator to identify and isolate the assets within their network which were in scope for the migration. This involved splitting the customer instance for BlueCat's DNS Integrity platform and concentrating all acquisition-related assets in one zone.

The BlueCat team also stood up an instance of DNS Integrity for the call center provider, working with the network team to seamlessly integrate it into the existing hodgepodge of Microsoft, Infoblox, and other DNS management solutions.

Over the course of the transition period, BlueCat gradually cut over assets zone by zone from one company to another according to a strict timetable. After each DNS zone was tested and operational on the call center provider's network, BlueCat spun down the parallel zone on the Federal system integrator's system.

The Result

BlueCat delivered a fully functional DNS management system within the acquisition timeframe, all with zero downtime or scheduled

maintenance windows. The call centers were fully operational on both sides of the acquisition as assets were migrated in the background over the course of four months.

Even as they set out the statement of work, project managers from both companies were skeptical that such a complicated migration could be delivered within the scheduled window, let alone with no downtime involved. Through close collaboration with network administrators on both sides and the use of its proprietary migration technologies, BlueCat was able to exceed customer expectations.



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