

CASE STUDY



A Decades-Long Partnership Built on Stability and Trust: Delivering a Seamless Data Center Migration

SNAPSHOT

When a global energy leader acquired a new international business, they turned to us, their trusted partner of over 25 years, to lead a complex data center integration. With zero downtime, full regulatory compliance, and a future-ready infrastructure, this carefully orchestrated, multi-phase project showcases how our deep industry expertise and end-to-end IT services deliver transformation at scale — securely, efficiently, and without disruption.

Our customer is a global energy technology leader, newly established as an independent entity in 2024 following a spin-off from a major industrial conglomerate.

With a workforce of approximately 75,000 employees, the company delivers cutting-edge solutions across power generation, wind energy, and grid electrification.

Its portfolio includes gas and wind turbines, grid modernization technologies, and energy storage systems — serving utilities, governments, and industrial clients worldwide.

Situation

Integrating a Newly Acquired Data Center

Following the acquisition of an international company, our customer needed to integrate the acquired IT environment into its global infrastructure. The project required a secure, compliant, and disruption-free migration of critical systems and services.

Action

A Structured, Phased Approach

- **Discovery & Assessment:** Conducted a full audit of source and target environments, including hardware, software, network, and storage.
- **Virtualization Platform Reconfiguration:** Performed health checks, updated network and domain configurations, and validated live migration capabilities between hosts.
- **Server & Application Migration:** Migrated virtual machines and reconfigured multiple application servers to align with the customer's domain and security policies.
- **Directory & Domain Services:** Supported domain trust configuration and collaborated with the customer's identity team to migrate directory services and user accounts.
- **Backup & File Server Migration:** Transitioned backup infrastructure to new platform and migrated file servers to a cloud-based storage solution.
- **Print & Authentication Services:** Enabled cloud-based print management and reconfigured network authentication services to align with the new domain.
- **Decommissioning & Testing:** Safely decommissioned legacy servers and conducted comprehensive testing, including user acceptance and performance validation.
- **Knowledge Transfer:** Delivered detailed documentation and training to ensure a smooth operational handoff.



25+ year
relationship

Comprehensive
services

Trusted reliability

Results

A Future-Ready, Integrated Environment

- **Zero Downtime:** All migrations were completed without disrupting business operations.
- **Full Compliance:** The project met all North American Electric Reliability Corporation and Federal Energy Regulatory Commission (NERC/FERC) and Critical Infrastructure Protection (CIP) standards, ensuring regulatory alignment.
- **Streamlined Infrastructure:** Legacy systems were decommissioned, and the new environment was fully integrated and optimized.
- **Scalable Framework:** The project established repeatable processes and documentation to support future acquisitions and integrations.

Our Role: Comprehensive Services for a Global Utilities Enterprise

We have supported this organization's predecessor since the mid-1990s, maintaining a trusted relationship through major organizational changes, including multiple spin-offs. As a long-term IT partner, we provide a full spectrum of end-to-end global IT support services, including:

- **Global Dispatch Services:** Remote hands and feet support for data centers worldwide.
- **Onsite Support:** Dedicated hands and feet services in the U.S. and two European locations.
- **Network Engineering:** Design, implementation, and support for enterprise network infrastructure.
- **VIP Support:** White-glove IT assistance tailored for C-level executives.
- **On-Premises Remote Support:** Full support for non-cloud environments, including patching, backups, and data protection across Citrix, Linux, Windows, and VMware platforms.
- **Daily Operations:** Proactive monitoring and management of IT systems and infrastructure.
- **Project Management:** End-to-end planning, architecture, and execution of global IT initiatives.
- **Hardware Services:** Installation and support for switches, firewalls, UPS systems, fiber optic cabling, and other critical hardware.

Keys to Our Success:

01

A Trusted, Long-Term Partnership:

Over 25 years of collaboration enabled seamless communication, deep institutional knowledge, and alignment with the client's evolving IT landscape — ensuring confidence in execution during a high-stakes integration.

02

Precise, End-to-End Execution:

A 13-phase, methodically planned approach covered every layer of the IT environment, from infrastructure and applications to identity and security, delivering a smooth, disruption-free transition.

03

Industry Insight, Future-Ready Design:

Our deep sector expertise ensured full alignment with regulatory standards — including NERC, FERC, and CIP — while designing scalable, repeatable processes to support future acquisitions, integrations, and ongoing modernization.



Learn more about Compucom and how we source, integrate,
and support your technology needs at compucom.com