TRANSPUTEC

SEAMLESS IT TRANSFORMATION FOR FOOD SERVICE LOGISTICS

The Customer

FOOD SERVICE LOGISTICS LTD

Food Service Logistics Ltd (FSL) was established in 2022 through a carve-out from a larger logistics business and provides nationwide distribution of food and drinks to retail outlets.
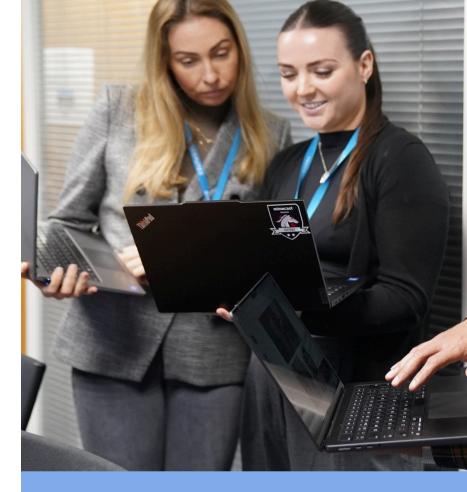
The Challenges

FSL was leveraging a range of IT services, enabled under a transitional service agreement with its previous parent company, but the business separation created a need for FSL to migrate to its independent arrangements to support the new entity, including migrating a range of interconnected cloud-based business applications and network infrastructure. The provider managed critical components including MPLS connection, firewall hardware, network switches, and wireless access points across multiple sites. The digital ecosystem extended to a Microsoft 365 tenant for mail and Teams services, and Active Directory, alongside a traditional file server for data storage and sharing.

End-user devices, ranging from desktops and laptops to mobile and warehouse handheld devices, printers, and local UPS protection were also in scope. In June 2023, FSL embarked on an ambitious transformation of its IT infrastructure. The company approached Transputec with a complex challenge: to provision new services at its Coventry national centre and satellite services in Hemel Hempstead and Barnsley.

As FSL operates a 24 x 7 operational service, it required a seamless transition to new independent services, minimising any service outages and completing before a fixed end date. The resulting project asked for the transformation of FSL's digital foundation while keeping the business running smoothly - a true test of technological agility and strategic planning.

Our Approach

Transputec's comprehensive approach involved a multifaceted revision of FSL's IT infrastructure. The team executed a series of parallel tasks to ensure a seamless migration into a managed service environment.

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"Our decision to select Transputec has proved to be well-founded, and we are delighted with the resulting partnership with Transputec. Their team have delivered to their commitments from our first engagement throughout the transition."

Chris Hewett
Business Director - FSL

Network Infrastructure Transformation

Transputec's experts installed high-speed 1GB fibre lines in Coventry and Hemel Hempstead, laying the foundation for a robust and reliable network. New firewalls were implemented and configured, ensuring optimal performance and security, with redundancy built in to protect resilience; Transputec collaborated with the existing service provider to integrate their network into shared sites, ensuring a cohesive and interconnected system. Existing access switches were integrated with the new core switches to maintain connectivity. The network design and implementation process included VLAN segregation, enhanced security measures, performance optimisation, and comprehensive monitoring. Additionally, the team worked with other existing partners to transfer the management and support of warehouse handheld devices and wireless access points via a new site-to-site VPN connecting on-premises systems out to the Warehouse Management System hosted in AWS**.**

Cloud Migration and Collaboration

Transputec's experts analysed the existing file server data structure and designed a tailored SharePoint layout in collaboration with FSL stakeholders. Transputec conducted stakeholder training sessions on the new SharePoint environment, emphasising best practices and collaboration features to maximise the platform's potential.

Microsoft 365 Tenant Migration

The project involved migrating user mailboxes and shared mailboxes from the existing provider's tenant to the newly created Microsoft 365 tenant, using BitTitan MigrationWiz. Transputec ensured a smooth email transition through recipient mapping and set up third-party application integration with M365 using Enterprise Apps.

End-User Device Management

Transputec leveraged Microsoft Intune to build and configure laptops and desktops for users across three different sites, ensuring a consistent and secure user experience. The team attended sites to install devices and provide end-user support, packaging applications for seamless deployment.

Device images were designed, created, and configured with best practices and security measures in mind. Mobile devices are also now managed through Microsoft Intune.

Transition Services and Support

To ensure a successful transition, Transputec created necessary processes for managed services support. This included cybersecurity services to be managed by the 24/7 SOC, implementing additional vulnerability management measures, handling onboarding and offboarding, and managing change and service reporting. Through meticulous planning, technical expertise, and a collaborative approach, Transputec successfully guided FSL through this complex transition, positioning the company for enhanced efficiency, security, and collaboration in the digital age.

The Outcome

Transputec's program of works was a resounding success, enabling FSL to seamlessly transition to a new networking and end-user device infrastructure, moving from traditional network drives to a modern, cloud-based solution. The transition increased network bandwidth and uptime, enhancing security, boosting application performance and reducing latency. Migrating from on premises file servers to cloud-based SharePoint enhanced data security and access control. Centralised Microsoft 365 tenant management has reduced IT administration, and Microsoft Intune has improved security posture through standardised configurations and in turn reduced device management overhead. Transputec's comprehensive approach, technical expertise, and collaborative spirit guided FSL through this complex transition, positioning the company for enhanced efficiency, security, and collaboration in the digital age.

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