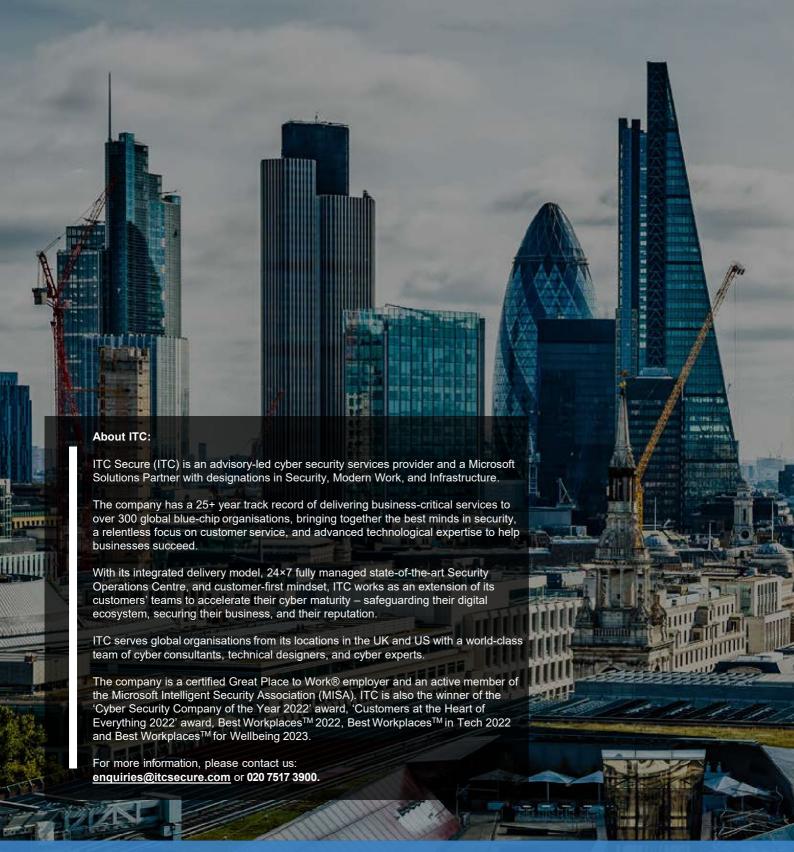


# CASE STUDY TECHNOLOGY SOFTWARE SECTOR





# MetaPack chooses ITC to design and deploy enterprise grade datacentre

MetaPack are the leading provider of eCommerce delivery management technology to enterprise retailers and brands across the world.

In early 2016 MetaPack approached ITC to discuss a solution to sustain their rapid business growth.

ITC responded with a detailed proposal for the design, deployment, migration and management of a new fully resilient enterprise grade datacentre (DC).

# Overview

# Industry

**Technology software sector** 

## **Environment**

500 employees

Headquartered in London, UK with offices in Germany, France, Netherlands, Poland, US & Hong Kong.

2 datacentres

# **Challenges**

Critical business process dictates that MetaPack have a change freeze period from early November until end of January. Timescales were therefore a critical challenge for this project, making it necessary to complete the entire transformation within a 12-week time frame.

### **Solution**

Design, deploy, migrate and proactively manage a new datacentre network and firewall infrastructure and deliver 24x7 proactive NetSure360° LAN and Firewall Managed Services for the next 3 years.

ITC NetSure360° integrates Security, Network and Performance Management assuring the performance, security and reliability of mission critical applications across the entire enterprise.

#### **Mission**

**MetaPack** - experiencing rapid business growth that has heightened the awareness of the importance of the network underpinning the business.

ITC Secure Networking - Invited by MetaPack to review the current DC and design a robust, reliable, resilient, secure and agile DC infrastructure that would support their current and future rapid growth plans.

**Key Deliverable** - MetaPack required an underlying infrastructure that could efficiently support the growth of their key customers such as John Lewis, ASOS and M&S who utilise MetaPack's Delivery Management Software.

#### **Solution**

As part of ITC's standard on boarding process and in line with the company's ISO20000/1 accreditation, ITC completed the initial discovery and audit phase at MetaPack offices and datacentre's. The networks were fully documented to enable ITC to approve the plan to on board the infrastructure into service within a 12-week time frame.

To achieve the transformation ITC built the hardware within its laboratory and completed a full suite of testing. The working solution was then moved to MetaPack's datacentres, installed and re-tested before final handover to production.

#### The Result

ITC have designed, migrated & deployed a new datacentre infrastructure that will enable MetaPack to scale their business in line with their growth plans.

The solution provides far greater resilience and reliability which will result in both higher levels of customer satisfaction and mitigate any loss of revenue. Additionally, ITC's NetSure360° 24x7 management of the new infrastructure will free up internal resources to focus their efforts on revenue generating activity.

ITC have brought a tremendous value to MetaPack.
Not only have they provided an effective solution to sustain our rapid business growth, but have delivered a critical transformation process in a very strict time frame as well. Thank you to all ITC colleagues involved in this ongoing project.".

David Whatley, Global Head of Technical Operations.