



CASE STUDY

TECHNOLOGY

SOFTWARE SECTOR

About ITC:

ITC Secure (ITC) is an advisory-led cyber security services provider and a Microsoft Solutions Partner with designations in Security, Modern Work, and Infrastructure.

The company has a 25+ year track record of delivering business-critical services to over 300 global blue-chip organisations, bringing together the best minds in security, a relentless focus on customer service, and advanced technological expertise to help businesses succeed.

With its integrated delivery model, 24x7 fully managed state-of-the-art Security Operations Centre, and customer-first mindset, ITC works as an extension of its customers' teams to accelerate their cyber maturity – safeguarding their digital ecosystem, securing their business, and their reputation.

ITC serves global organisations from its locations in the UK and US with a world-class team of cyber consultants, technical designers, and cyber experts.

The company is a certified Great Place to Work® employer and an active member of the Microsoft Intelligent Security Association (MISA). ITC is also the winner of the 'Cyber Security Company of the Year 2022' award, 'Customers at the Heart of Everything 2022' award, Best Workplaces™ 2022, Best Workplaces™ in Tech 2022 and Best Workplaces™ for Wellbeing 2023.

For more information, please contact us:
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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.