

## Case study

# Global Property Management Group Selects nDivision for Azure Migration and Hybrid Cloud & Network Managed Service

## Background

nDivision's client is a global property management group with a presence in more than 193 markets globally, supported by more than 50 offices. With an array of service offerings and more than 660,000 units and student beds managed globally, their vertically integrated business model leverages expertise across multiple disciplines to deliver results. Combining international oversight with local real estate execution, our client manages and operates an estimated \$200+ billion of real estate, including more than \$28 billion in assets under management. They also oversee more than \$21.3 billion of equity on behalf of a worldwide network of institutional investors across a variety of rental housing investment strategies.

## Challenge: Transition viable workloads to Microsoft Azure cost-effectively and drive down IT Operations costs through a Hybrid Cloud Managed Service

In 2018, nDivision's client's board of directors approved a strategy to migrate viable workloads to the Microsoft Azure Public Cloud. They worked with three different consulting businesses consecutively. Each company ran an analysis tool to capture data as part of a 'migration assessment', and in each engagement the outcome was the same – a vague determination of how many virtual machines could be migrated and an exorbitant migration cost. This had the effect of undermining the entire business case for migrating to Azure. Furthermore, nDivision's client was budgeting for additional Azure technical resources to manage their public cloud workloads or a Managed Service. Although all of the other consulting companies provided Managed Services, nDivision's client viewed their services as too expensive, and not sophisticated enough (for example, they were still relying heavily on human labor rather than automation).



## Overview

### Customer:

Global property management group

### Industry:

Real estate

### Employees:

19,000 employees

### Geographies:

Global Property management group partners with nDivision to accelerate 'time to value' for cloud adoption, and dramatically reduce IT Operations costs while improving service levels.

*“After three other companies had failed to provide a compelling value proposition, we were very impressed with how competitive nDivision was, but what made it very compelling was their state-of-the-art hybrid cloud & network Managed Service.”*

## **Solution: Azure Migration and Hybrid Cloud & Network Managed Service**

nDivision's client had made a strategic decision to migrate viable workloads to Microsoft's public cloud; however, there wasn't a clear, executable strategy at an affordable price. Microsoft's Movere cloud analysis tool provides useful data as an input, but it's not enough on its own. nDivision takes that data, and through its Azure Migration Workshop, it determine which workloads are suitable for migration, as well as establishing priorities for the best candidates to migrate. It worked with its client to understand exactly what was running on each Virtual Machine, its suitability for running in Azure, and thoroughly reviewed other considerations such as network, security, databases and performance. At the end of the workshop, it had agreed a strategy with its client, identifying the first and second phase migrations, as well as workloads which didn't currently provide a suitable business case for cloud migration.

The next challenge that nDivision addressed was the management of its client's Azure instance. nDivision's client had originally intended to either hire Azure specialists or retain a Managed Service Provider. nDivision's 24/7 Azure Managed Service to ITIL Level 2 standards, was dramatically less than the cost of its client hiring its own Azure specialists. This led to a request for a Managed Service the client's private cloud and network, in addition to Azure. nDivision's overall proposal was a similar cost to the upper end of what its client had budgeted just to manage its Azure instance, making it an easy decision to go with nDivision.

## **Benefits: A Successful Cloud Strategy, and Ability to Pivot Valuable and Scarce IT Resources to the Business**

nDivision's client had already determined the value of transitioning to the cloud, and realized that for the right workloads, it would be cost effective, more secure, and improve availability and performance. It used its expertise to help its client select the most appropriate Azure subscription, and then optimize it.

nDivision's hybrid cloud Managed Service extend the value proposition across the client's IT Operations landscape. It

reviewed the private cloud and network infrastructure and identified opportunities to bring the configurations up to industry best practices. Where appropriate, advice was provided for optimization, to ensure that our client was achieving the best possible return on its investments. Standard Operating Procedures were updated and added to as necessary, to ensure that nDivision's service matched its client's expectation of service scope. Lastly, nDivision tapped into its library of 20,000+ automations to speed up remediation and streamline patching.

“nDivision has proven itself to be a trusted advisor from our very first meeting with them and has quickly become a valued and seamless extension to our own resources.”

To learn about what nDivision can do for your organization visit [nDivision.com](https://nDivision.com) or contact us at [info@ndivision.com](mailto:info@ndivision.com).

