

~~6~~ 4 week data centre migration

What happened at giffgaff

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Background

- Concern and frustration at 2e2 service
- giffgaff decide to migrate
- Brought in Pelicam project assurance and infrastructure migration expertise
- Commercials in progress

THEN...

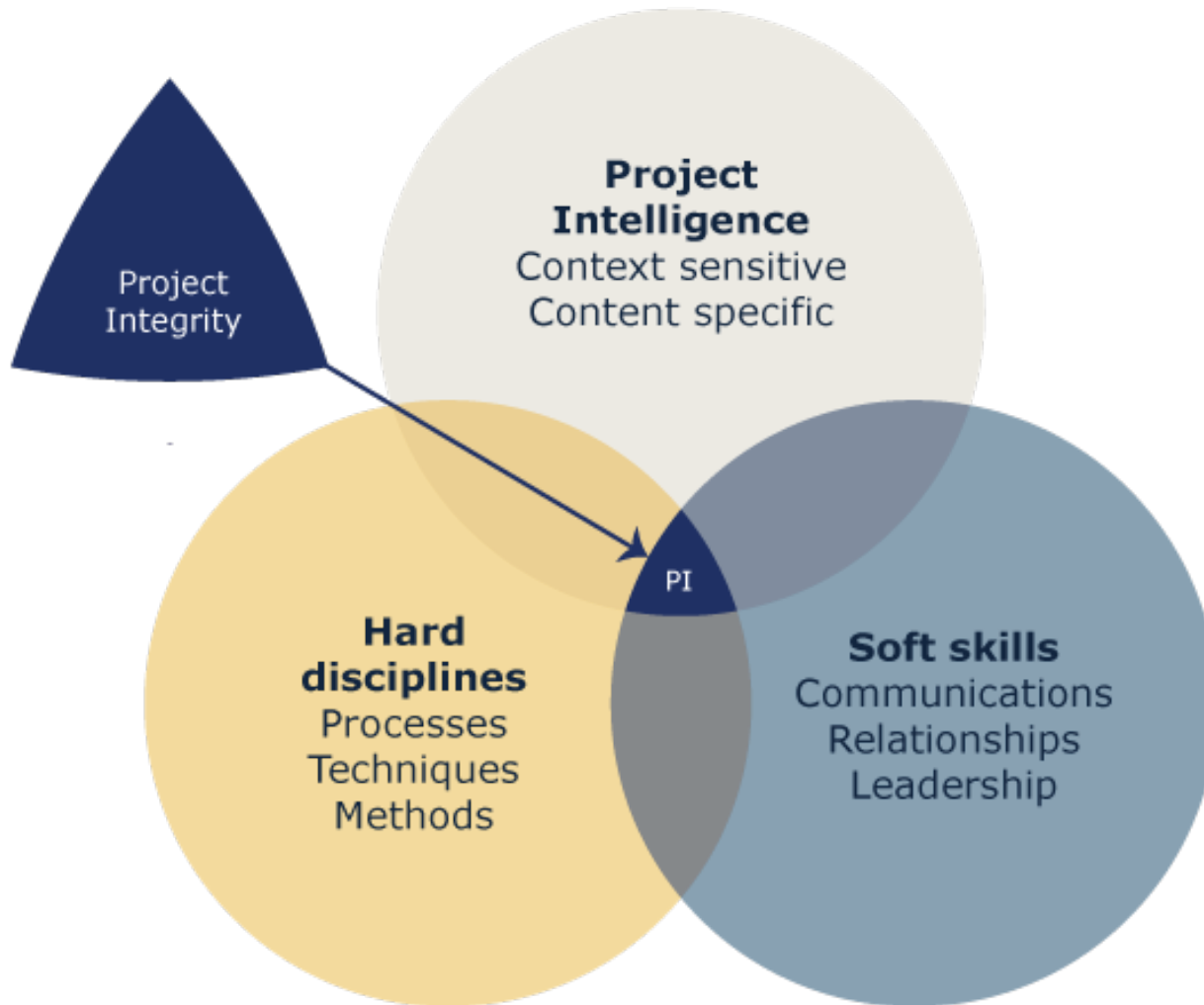
- 2e2 goes into Administration
- giffgaff parent negotiates with Administrator, but customer portal is vulnerable
- No idea when “lights will go out”

Now what...

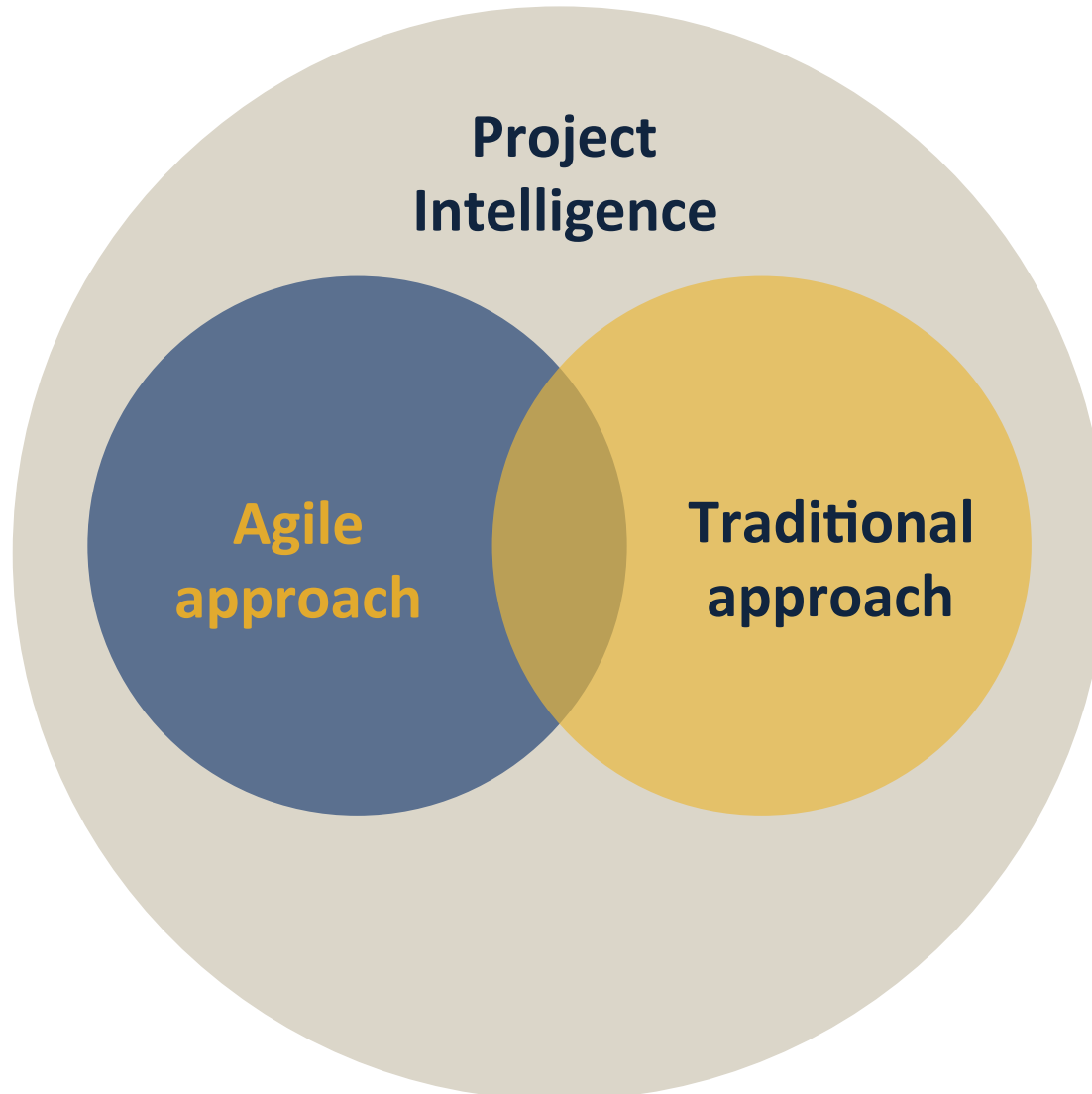
The situation

- Need to migrate 25 servers
- Balance speed and safety
- Business continuity
- Brand impact
- Broader imperatives

What we believe



The approach



So what can we learn?

What is critical?

Existing...

- No legacy systems
- Architecture & interfaces
- Thorough documentation
- Data is 'king'
- Supplier management

Culture

- Can do, agile
- Co located
- Senior support, no interference

Approach

- Project Intelligence
- No standard methodology
- Focus
- "Challenge your prejudices"
- 3 dry runs
- Broader business imperatives

The Pelicam Difference

- Applied appropriate levels of control and governance to support, and not constrain, accelerated delivery
- Employed pragmatic approach to removing delivery barriers to enable rapid resolution of challenges encountered
- Robust decision making based on situational context and intelligence rather than bureaucratic process

Thanks for listening
Any questions?

Pelicam Project Assurance

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