



GLOBAL EXCEL DATACENTER MIGRATION TO THE AZURE CLOUD



THE STORY

Why is this story interesting?

Global Excel is a Worldwide leader in the field of medical assistance, claim management and cost containment services. They wanted to move to a modern cloud platform to enable more agility in delivering their global services globally to their customer base.

What challenges did the customer have at the start of this project?

Faced with an outdated datacenter, that was also running at full capacity, Global Excel had to rapidly find a solution to modernize their infrastructure, allowing them to keep offering a reliable and secured platform. Secondly, they also needed to add infrastructure to integrate new major customers across the globe, that could scale beyond their traditional datacenters, while providing the flexibility to adjust the capacity on demand. CAPEX proved to be very challenging amidst a global pandemic which created an additional challenge toward their infrastructure modernization.

WIN INSIGHTS

24x7

Managed Services

99.5%

SLA

0\$

CAPEX

ABOUT THE COMPANY

Industry: Insurance – Medical & Travel

Since 1984, Global Excel has built an unparalleled expertise in full-service cost containment, claims management and medical assistance offering a complete range of services to international, Canadian and U.S. domestic clients.

With over 360 corporate clients located in more than 90 countries around the world, Global Excel manages approximately 360,000 inpatient, outpatient and non-medical cases and files per year and processes in excess of \$1.9 billion in claims annually.

What solution did we devise?

Global Excel was hosting their infrastructure in traditional datacenters located in Canada and needed to move their infrastructure to a new location. As part of the evaluation process, traditional hosting, Private Cloud and Public Cloud were the 3 scenarios

FX Innovation presented a solution to move their infrastructure to the Microsoft Azure cloud. This allowed them to meet their geo-distribution requirements and the expressed need for increased security. A native Azure tool set was used to enable a seamless and friction free migration to the cloud platform with no direct impact on their customers.

As part of the solution FX Innovation also proposed their 24 X 7 Managed Services offer which allowed Global Excel to free valuable technical resources which allowed them to focus on value creation projects for the business.

To address the CAPEX challenge, FX Innovation built a financial model which would blend the cost of the migration with the Managed Services contract so that there were no initial project fees required by Global Excel to start their journey to Azure.

What Microsoft products did we use to create the customer solution?

Azure Calculator, Azure TCO calculator, Azure Migrate, Azure Site Recovery, ARM Templates, PowerShell script, Microsoft Active Directory, Azure Backup, Azure Monitoring, Azure Virtual Machines, Microsoft WSUS.

How can we describe the interaction, collaboration, and relationship with Global Excel?

Since the beginning of the engagement, which started with an assessment of their traditional datacenter environment, both technical teams worked together to build the cloud business case and evaluate the operating costs of their infrastructure in Azure. Managed Services for the migrated

infrastructure were also in-scope of the collaboration sessions.

In parallel, both executive teams and Microsoft's account team collaborated closely to build the financial case that needed to be presented and validated by the Global Excel board. The construct of the financial case was made possible by leveraging FX Innovation's investments along with the Microsoft investments (AMP, Consumption credits and discounts).

What business outcomes can we credit to this solution?

Global Excel was able to free the equivalent of 2 full time technical resources to focus on business value projects rather than infrastructure management.

The increased security and agility provided by the Azure platform allowed for onboarding of a major financial partner in half the time they were able to in their traditional datacenter environment.

What lessons learned did we achieve?

- Working closely with the customer team to understand their reality, while transparently sharing information resulted in the best possible solution to match their needs
- Engaging early with the Microsoft Account Team was crucial to the success of the financial deal