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At a Glance

Vertical

New Zealand MSP

Title

Max Robertson
Service Delivery Team Leader

Website

www.globalpc.co.nz

Products

Carbonite Migrate

Key Findings

- Full replication
- Seamless client onboarding
- On prem VMware servers to Hyper-V

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>
> **Max Robertson, Service Delivery Team Leader**

Global PC minimises downtime during onboarding

Background

Global PC, an MSP based in Christchurch, New Zealand, has been a trusted provider of IT services for over 20 years. Max Robertson, Service Delivery Team Leader, heads up the engineering and support functions.

Earlier this year, Global PC began preparing to onboard a new client with a significant amount of data stored on premise. The first step was to migrate all their data to Global PC's infrastructure. Global PC would have to migrate an array of Windows 2012, 2016 and 2019 servers into Global PC's new Hyper-V environment. They also planned on migrating WAN connections, routing, firewalling and Wi-Fi.

The Challenge

Global PC wanted to onboard the client as efficiently as possible but realized that running a backup of the machines could slow down their onboarding. Robertson recalls, "We had always used a backup approach." Backups would no longer meet expectations for this upcoming project because of the complexity and amount of data. The client wanted to minimise downtime while onboarding and wanted to replicate data instead of using a backup for a seamless transition

The Solution

Global PC chose Carbonite Migrate for this project after attending a demo and starting a trial a couple of months before the planned cutover. Robertson recalls, "looking for a tool that would do the job without any fuss." Carbonite Migrate and its workflow functionality perfectly met Global PC's needs for this project. Global PC used Carbonite's Full Server to Hyper VRA workflow to migrate a total of 11x source machines after replication.

The Results

They performed the cutover on a Saturday night. Robertson recalls, "Support was handled brilliantly. If anything had gone wrong, someone would be available 24/7 during the cutover. This was important for us."

This replication and migration freed up Global PC's time to onboard their new client and begin delivering support. Robertson explained, "the client themselves was so happy that everything went so smoothly. We didn't have to spend days after mopping up issues. We could just begin delivering support and the onboarding that we do well."