

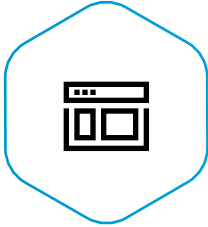
Case Study



**How we rolled out over
600 remote users across
18 countries in 90 days
- in a global pandemic**

 Vysus Group





How we rolled out over 600 remote users across 18 countries in 90 days – in a global pandemic

ISN Solutions, a leading UK IT services and solutions company, delivered the migration of a Microsoft modern workplace for Vysus Group's 625 users, based across 18 countries, in only three months during the COVID-pandemic.

The Client

Vysus Group is a leading engineering and technical consultancy, specialising in asset performance, risk management and project management across energy assets (oil and gas, renewables and nuclear), the energy transition, complex industrial assets and rail and road.

Established on November 1st 2020, Vysus Group is the former Lloyd's Register (LR) Energy Division, following the sale of LR's energy business unit to Inspirit Capital, a London-based investment firm. The consultancy is headquartered in Aberdeen, UK, with more than 650 staff located across the globe.

The Challenge

Following Vysus Group's separation from LR, there was an urgent need to get the new business up and running on its own domain and systems. This needed to be completed with minimal disruption to time,

costs and business operations. Additionally, the new IT environment needed to support and allow streamlined collaboration between a distributed and remote workforce, and ensure productivity and security.

As all staff and assets were retained, this meant a migration of 625 users and all the business systems from the LR environment into a new Vysus Group environment.

ISN was awarded two contracts in January 2021, out of the programme's five workstreams - End User Compute and Azure Platform.

The challenge was to rebuild and reprovision all devices at the height of the global COVID-19 pandemic, when travel restrictions and safety concerns demanded that the huge task of migrating hundreds of users, across 18 countries, be completed entirely remotely in only twelve weeks, and reapplying stringent security permissions for 625 users within the short timeframe.



The Solution

As the rebuilding process was to be initiated by users (and not on-site ISN personnel), Vysus Group's main objective was to limit the time cost on its employees and disruption to business operations. To enable a smooth and quick rollout with minimal disruption, ISN devised a schedule prior to the migration, which ensured sensitivity to different time zones and that users would be able to immediately access IT support and expertise should any difficulties arise. In addition, ISN provided video guides and FAQs to assist users, and the schedule allowed users to be able to optimise their time around the migration.

Users followed instructions to access a company portal, in which they could trigger the automatic rebuild of their device. Access to the portal was secured and password protected. In total, 500 laptops were rebuilt (the other 125 users were contracted to use their own devices), and the process took approximately four to six hours to complete. Additionally, ISN set up access to Vysus Group's Microsoft Modern Workplace experience (M365), with advanced security features, and synchronised user/group profiles on M365 to Azure Active Directory and new Active Directory Domain Service (in the Vysus Group environment).

Making the process remote created cost savings in both financial and time commitments for the customer, and vastly decreased the amount of potential disruption to the business.

ISN provisioned an Azure (Microsoft's cloud computing service) environment for Vysus Group across four Azure regions (Central America, Australia, North Europe and West Europe) including Azure network and New Active Directory Domain Service. 110 terabytes of data were migrated from Azure and network attached storage (NAS) devices across the regions to the new Azure tenant and new NAS devices (China, Australia and Europe).

This provided Vysus Group with a seamless cloud infrastructure, in which all key business applications, user accounts, and data from the LR environment were moved over to the new system. Vysus Group's new Azure environment integrates all 625 users, scattered across the world, and includes enhanced security features (Azure AD Premium 1 & 2 security feature sets) which allows for provision of conditional access and privileged identity management controls.

ISN has a long and rich heritage in partnering with companies working in extreme and challenging environments across the globe, such as ensuring a robust and secure IT infrastructure that enables greater productivity for operators of upstream oil and gas companies located in offshore oil rigs, where there is very little connectivity and communications infrastructure.

Vysus Group initially awarded ISN the two workstreams because the IT services and solutions provider could offer flexibility and a more personal service, which meant that ISN could work closely with the client to minimise any potential disruption from the migration process.

Grant Cooper, Head of Business Services with Vysus Group, said:

“As part of a larger transition programme, we had a very tight timescale in which to migrate our IT services from the LR domain to a new Vysus Group environment, with the added complexity of delivering this ambitious schedule remotely. The responsiveness and solutions-led approach conveyed by the ISN team meant that in partnership with our internal stakeholders, we were able to successfully achieve our targets with minimal disruption to business operations.”

ISN has since retained Vysus Group as a managed service client.

The Results

- Enabled 500 users across 18 countries to rebuild their laptops at home via Microsoft AutoPilot and Intune, and completed the migration of 625 users, in four weeks.
- Set up access to Vysus Group’s Microsoft Modern Workplace experience (M365) with advanced security features.
- Synchronised users/groups from M365 to Azure Active Directory and new Active Directory Domain Service in the Vysus Group environment.
- Provisioned a new environment across four Azure regions (Europe, Asia and the Americas), including Azure network and New Active Directory Domain Service (AD DS).
- Migrated key business applications from Lloyd’s Register Azure’s DevOps environment to new Vysus DevOps environment.
- Migrated 110 terabytes of data, from Azure and NAS devices across the regions to new Azure tenant and new NAS devices (China, Australia and Europe).
- Deployed Azure AD Premium 1 & 2 security feature sets, which included modern security features such as conditional access and privileged identity management.
- Created cost savings for the customer by completing the work remotely.

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