

Government Agency Migrates IT Infrastructure On Time & Under Budget

Sean Weslake* was the CEO at Worksure*, a government agency providing insurance for workers in selected industries. When the government initiated a major restructure, Worksure had to move its IT infrastructure from 3 data centres across NSW to a new one in Sydney and integrate all the pieces. The third data centre hosted some of Worksure's systems and provided IT services.

As a result, Weslake's task was threefold: move all of Worksure's systems to a new location, find a new IT services provider and achieve both within a tight deadline.

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Sean Weslake
CEO

'Not Cock Anything Up'

'It was quite a complicated operation,' Weslake recalls. 'My small IT team didn't have the experience, so I needed to find someone who could do it all and not cock anything up. We had to decouple, move things safely, set up and get functioning in the new data centre. I also had to make sure we got a better deal for ongoing IT services'.



Weslake talked to several service providers and was impressed from the start with Riteway. 'Some of the others were less than inspiring,' he explains. 'I'm not an IT person, but I wanted to understand what they were planning for the migration. Matt Carroll and his team kept it really simple, didn't bombard me with technical jargon and crap that would've gone over my head.'

Not Cheap But Right

'Riteway wasn't cheap,' Weslake makes clear. 'there were other companies who were much cheaper, but I wasn't at all confident they could deliver.'





Matt Carroll was really upfront, and told me, 'It's going to cost you this, and that's not loading a big margin for us. If you want it done right, done by this time and to the standards you say, it will cost this much. If you agree, I'll put the resources against it and get the job done.'

What swayed Weslake's decision was a strong recommendation from the CIO of a much larger agency. He'd had a successful, time-dependent migration completed on time by Riteway, too.

Niggling Doubt

At a meeting between both parties, they scoped the whole project and stepped through the process of migration in detail. Westlake says: 'I was really comfortable with this approach as opposed to some firm saying, 'Sure, we can do it. Just leave it to us now and don't worry about it.' There was no way I was going to do that. It was my ass on the line.'

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The Worksure IT people grew confident as they got to know Riteway's team, but Weslake still had a niggling doubt. He recalls: 'Everyone tells you that projects like these are always delayed, always over budget and always have hidden complications. We couldn't be late or blow the budget'.

Hard Stop And On Time

Weslake had a short time window with a very hard stop: he had to exit the 3 data centres because others were coming in. The project could not miss the deadline.

'Having spent 20 odd years in the military, something I liked about Matt was, when he said he'd deliver something, he did and right on time. He prepared an initial risk management plan for me, smack bang on time. The report on the discovery phase was, too. Everything was logical, short and with lots of diagrams showing how it will integrate and work. It was easy to digest and it gave me a lot of confidence.'

Weslake says that Matt and his team were highly professional, treating him as an equal, despite his lesser understanding of the complexities of such a big project. 'I never felt like I was being spoken down to,' says Weslake, 'or treated like a dummy. They were all about making sure I was confident to go forward with the proposed plan'.

Under Budget: 'Unheard of'

As it turned out, the project was on time and, surprisingly, under budget for the first phase, the major phase. Says Weslake: 'All along, I was expecting delays, blowouts and excuses but none of it happened. The migration was on time, under budget and working properly at the other end, and I did get a better deal for service provision.'

Weslake recalls that, when he expressed his surprise to Matt Carroll, the reply was: 'We always deliver on time and on budget if the specs don't change'. According to Weslake, 'That's unheard of' and poles apart from his experience with other IT service providers.

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