Global Pacific – Managed Services
How we transitioned Global Pacific to AZTech's Managed Services during the pandemic

Global Pacific reached out to us in December 2019 as they had outgrown their current provider and were looking for a larger Managed Service Provider that could handle their growth.

Company:	**Global Pacific**
Sector:	**Fresh Produce**
Location:	**UK & Overseas**

About Global Pacific

Global Pacific are pioneers of direct fresh produce supply in the UK and Irish markets, with over 20 years of experience. They have a proven track record of delivering commercial benefits to their customers and developing long term relationships with growers and packers around the world.

Global Pacific export more than 15 million cases of fruit from around the world annually into the UK and Ireland, in a combination of bulk and finished goods formats – specialising in Grapes, Citrus, Soft Fruit, Top Fruit, Stone Fruit and Kiwi Fruit.

The Challenge

The initial plan was to begin onboarding in February with 12-15 weeks to fully move Global over to AZTech and provide training. However, due to the COVID-19 pandemic and lockdown being issued on 23rd March 2020, Global Pacific requested the onboarding to be pulled forward so they could be fully supported by AZTech immediately.

Our Solution

As this was an unusual situation, we needed to be flexible with our approach. We immediately began updating our roadmap to compact a migration of 12-15 weeks into 4-6 weeks.

This included:

- Auditing and documentation
- Backup Review
- Security Review
- Email Security & Migration
- Rollout of support agent
- Phone migration to MS Teams
- Transfer of licences

Implementation & Results

We began reviewing Global's complex systems and conducting an IT health check. When lockdown started, IT Support was switched over the next day, and we began implementing working from home tools.

After rolling out our support agent in their office, we could easily transfer their computers over to AZTech, with zero impact on the users. A few users' devices had not been in the office, so they had to be remotely transferred to AZTech.

Global's phones were unable to be used from home, so we began deploying a phone migration to Microsoft Teams.

By keeping communication open, working flexibly, and following our roadmap, we successfully transitioned Global Pacific to AZTech within 4 - 6 weeks, with no impact to their users.

"The whole team was a massive support and although under pressure provided an absolutely fantastic service under very difficult situations to us. Had we of not pulled the support forward we would have had huge issues where it could have potentially halted operations."

Alex Wainwright – Technologist

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