T4S Partners sparks collaboration by merging directories

Our AD migration was the centerpiece of our organizations merging resources. Utilizing T4S Partners, and their partner Binary Tree we were able to accomplish the migration ahead of schedule and with more success than we could have imagined.
— *Melissa Penza, VP of Support, Flexential*

The Situation

Peak 10, based out of Charlotte, NC acquired ViaWest, Inc. to form a new organization called Flexential. The acquisition positions the combined company as a leading national provider of hybrid IT solutions including colocation, interconnection, cloud, managed solutions and professional services to more than 4,200 customers nationally. The combined solution sets of the two companies helps organizations optimize their journey of IT transformation while simultaneously balancing cost, scalability, compliance and security.

The goal: Merge directories quickly & without impact on the business efficient

To speed collaboration and compliance, Flexential challenged T4S Partners to integrate their Active Directory by May of 2018. In the past, Flexential had integrated other acquired companies with internal resources, free scripts and tools like Microsoft ADMT with limited success.

Challenges: Volume, remote users, and complexity

Flexential soon realized that free tools wouldn't be robust or flexible enough to handle the complexities of their migration, along with internal resources having limited availability. To complicate the migration user were also spread across multiple offices and 35 data centers, with 99% of their users on laptops. So they weren't able to physically visit many of the workstations.

Finally, as an IT company, Flexential's infrastructure was more complex than average. They develop and sell data center services, cloud offerings, and connectivity solutions – with many that are tied to Active Directory. To avoid breaking vital connections, they'd need to tread carefully.

Case Study Highlights

Merged from: Separate Active Directory environments

Migrated to: A unified Microsoft directory

Industry: IT Infrastructure Services

Company Profile:

Flexential is a 2,000-person organization with it's headquarters in Charlotte, NC. Flexential delivers secure and compliant IT infrastructure services including colocation, cloud, connectivity and more for international organizations.

Business Situation:

Peak10 and ViaWest, two premier global IT organizations merged resources and required a unified directory to collaborate easily and comply with security protocols.

Business Outcome:

The merger of Peak10 and ViaWest to form Flexential created the largest privately data center organization in North America.

Partnership Solutions:

Binary Tree Active Directory Pro
Binary Tree DirSync

www.flexential.com

The Right Partnership and Solution

Flexential quickly landed on T4S Partners to handle the size and complexity of their migration based on our teams expertise in handling complex directory migrations and mergers.

Our strategic partnership with BinaryTree allowed us to provide a robust platform to ensure the migration completed seamlessly and within the chosen timeline. The utilization of Directory Sync Pro to keep their directories in sync in the interim allowed our team to focus on ensuring a healthy final directory was in place, along with the utilization of Active Directory Pro to automate their migration while addressing the need to keep data secure. These solutions, along with our expertise allowed Flexential to fully customize their migration to meet their complex scenarios, with no need to write their own scripts or utilize internal resources.

Careful Planning and Testing

But first, planning. Due to the fact that Flexential had so many custom tools and services that depended on Active Directory, the team decided to spend ample time on a 'Phase 0.' Our consulting team worked closely the internal IT team at Flexential to ensure a complete discovery was done on all applications and tools that may affected by the migration, this entailed meeting with multiple departments, ensuring the team fully understood the workflows and processes for each department. Given the complexity of Flexential's systems, our team had to do rigorous testing and tuning for the various scenarios to ensure business impact was minor.

The Results: Aggressive Deadlines Met

T4S Partners expertise, along with our extensive planning, and testing allowed Flexential to complete the migrations within their required budget and timeline. Our strong partnership with BinaryTree gave Flexential the flexibility to migrate workstations at will, either one by one or in batches. This allowed each of our teams to do everything remotely, without having to physically touch each workstation.

In the end, Flexential met their deadline of integrating Peak10's and ViaWest's directories by day one of the merger. And they did it with zero downtime or reported issues.

"Everything had to be seamless for Flexential due to the nature of their business, and organizations that utilize their data centers.

Our partnership Binary Tree enabled us to meet that goal, and as promised the migration had zero impact on the Flexential team and their clients. We couldn't have asked for it to go any better."

- Rob Ash,
CEO, T4S Partners

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About Us:
T4S Partners was founded to help our clients drive growth by effectively connecting systems, processes, people and insight. We can help you create compelling new customer solutions, optimize your IT organization and assets, and transform enterprise service management into a competitive advantage. T4S Partners consultants have assisted some of the most recognizable brands in business achieve extraordinary results.

Cloud Enablement | Application Transformation | Enterprise Service Management