

ADVENT  
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MOVING TO THE CLOUD HELPS  
WILLIAM ADAMS REDUCE COSTS,  
INCREASE FLEXIBILITY AND  
FUTURE-PROOF THEIR BUSINESS

## **William Adams moves to the cloud**

# William Adams moves to the cloud

**A long-standing relationship of more than a decade helped Advent One guide William Adams through a major change from on-premises hardware and systems to a new Infrastructure-as-a-Service model, with a smooth transition that had minimal impact on business operations.**

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## **Unshackling one of Australia's largest CAT dealers**

“We wanted to refresh our IT infrastructure, which was aging and becoming costly to maintain. We also wanted more flexibility to better service the various internal teams and increase the interoperability of our systems.”

**Dean Stosic, IS Infrastructure & Operations Manager, William Adams**

William Adams faced a technology problem common to established businesses with legacy on-premises hardware. While regularly refreshing their technology infrastructure, it was time to consider alternatives for their platform, including the potential adoption of cloud computing to modernise the business.

The technology stack of the business consisted of on-premises hardware, complemented by an outsourced physical data centre, which included a lot of infrastructure for the William Adams technology team to manage and maintain.

In addition, the business was limited in its ability to integrate modern applications with the legacy hardware environment.

One particular issue was the cost of managing on-premises hardware and an outsourced data centre, which also limited flexibility and required the dedicated focus of members of the William Adams technology infrastructure team. The team also needed to better meet user requirements by improving interoperability between legacy systems and modern applications.

Ultimately, William Adams needed their technology infrastructure to provide the ability to move faster and pivot to adapt to changing customer, market and business requirements.

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## Building a path to a better future

William Adams had a long-standing practice of refreshing their IT hardware and infrastructure every four years. When it came time to consider options during this regular update, they revisited a previous discussion held with Advent One about adopting a more flexible, as-a-service model for IT infrastructure.

The business has been successful for a number of decades with an incremental approach to evolving their technology stack. The proposed change was fundamentally different to any they had previously undertaken, and required a careful planning process.

With a strong relationship lasting more than a decade, Advent One was well-placed to guide William Adams in this significant change to their approach to IT infrastructure.

Advent One provided options that included an upgrade of existing infrastructure within the existing environment, and a more modern, service-based solution that offered a lot of appeal to the William Adams team.

Supporting a large team, with 15 branch offices and hundreds of technicians and mechanics out in the field servicing CAT vehicles and equipment, the proposed technology solution needed to ensure continued, uninterrupted performance, as well as being cost-effective and commercially viable.

“Moving to an as-a-Service model has reduced William Adams’ risk level by enabling a proactive approach to the monitoring and management of their environment through service-level agreements focused on business outcomes, freeing their team for higher value priorities and innovation.”

**Joseph D’Agata,**  
Senior Account Executive, Advent One

At the conclusion of the planning and scoping phase of the project, it was clear to William Adams and Advent One that a solution based on the cloud and Infrastructure-as-a-Service was appealing for a number of different reasons. This was the direction the partners decided to take.

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“This was by far the largest technology transformation we had done for William Adams after many years of working together on various technology and hardware upgrades. We were very focused on minimising the risks of moving to an as-a-service model from such a long-standing legacy in-house system. The strength of our working relationship and the trust between the companies helped make this project an outstanding success.”

**Talor Halloway,**  
Chief Technology Officer, Advent One

## A big move, made smoothly

The solution that Advent One designed and implemented for William Adams went beyond simply moving on-premises hardware and outsourced data centres to the cloud. The project became an enabler for William Adams to move to a service-based hybrid-cloud platform that is flexible and scalable for future growth.

The project had four key deliverables:

- » Moving the on-premises hardware to an Infrastructure-as-a-Service model, now hosted and managed on the Advent One Private Cloud
- » Moving disaster recovery from an outsourced data centre to running it in Azure
- » Moving back-ups to Azure
- » Refreshing aging production infrastructure

Exiting the legacy outsourced data centre was a critical driver of the project and delivery timeframe due to the ongoing costs of this service. This needed to be carefully managed with potential implementation risks that included loss of performance or outages that would impact the geographically distributed William Adams branches and team members.

The project commenced during global supply chain issues that impacted the arrival of required hardware. Advent One leveraged strong supplier relationships to expedite delivery where possible to meet project deadlines. Timeframe from hardware delivery to project completion was two months, meeting the expectations of the William Adams team.

In the end, the project was successfully delivered, on time, and with no disruptions, outages or loss of performance for the William Adams business.

## The technology behind the Advent One solution for William Adams:

**IBM POWER AND IBM FLASHSYSTEM** – production and disaster recovery

**LENOVO SERVERS** – x86 compute workloads

**NETAPP FAS** – cloud unified storage platform

**AZURE** – public cloud back-up target

**CISCO** – access and distribution switches

**EQUINIX DATA CENTRE** – connectivity across data centres and public cloud

**COMVAULT** – back-up solution

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## A new era for William Adams

William Adams is benefitting from a future-proofed technology infrastructure model that is cost-effective and flexible. A smooth transition, with no interruptions to business performance or services, allowed the William Adams team to embrace a new operating environment that is future-focused, flexible and scalable.

“We were very happy with how this transformation project was planned, managed and executed by Advent One. We had no performance issues during the transition, and no internal user complaints were received, so the IT team maintained their reputation for seamless IT upgrades and transitions. This is another example of a well-managed project by the Advent One team – they haven’t ever let us down.”

**Dean Stosic, IS Infrastructure & Operations Manager, William Adams**

Immediate cost savings have been realised by William Adams with the discontinuation of the outsourced data centre contract. Moving from a CAPEX to an OPEX cost model with Infrastructure-as-a-Service frees up capital to be allocated to projects designed to grow the business and improve services to customers.

One feature of the transition is more simplified IT management and operations. Internal resources are now not tied up maintaining legacy hardware so they have been deployed to more high-value activities. In addition, the William Adams IT team now has complete focus on business applications and data, not hardware and infrastructure.

Having completed this significant technology transition, William Adams now has an eye on the future, confident that their IT systems are built to scale with business growth. Branches have multiple, smoother and faster connections to cloud-based systems and data, facilitating improvements in productivity.

The success of moving to the cloud has expedited plans to remove all legacy hardware and systems, and move more services and applications to the cloud. There is no doubt that William Adams is on track for a successful future.

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## Get your business on track

Advent One solves customer technology problems to not only make technology work, but to build robust foundations that help customers grow and thrive into the future. Offering a broad range of services that encompasses advisory, project and managed services, Advent One is at the forefront of the technology industry, with experience and expertise in established and emerging technology categories including cloud, security, applications, data management and infrastructure. Customers can choose the service offering that suits their needs, from standalone project engagements to ongoing managed services that support existing technology environments or provide a complete, as-a-service offering.

**William Adams**



One of the oldest CAT dealerships in the world outside of the United States, William Adams has a proud history dating back to 1884, supplying and servicing CAT vehicles and equipment for the construction, forestry, mining, transport and marine industries in Victoria and Tasmania. William Adams' 20-strong technology team supports nearly 800 dedicated professionals working in head office and across 15 branch locations.



As the cornerstone of your enterprise architecture, IBM infrastructure combines the hardware and software that drives digital transformation. Offering modern infrastructure for application modernisation, IBM infrastructure helps customer achieve a hybrid cloud strategy model.



For more than 20 years, Advent One has provided customers with specialist support for their most sophisticated technology layers. Underpinned by a deep capability across all the major enterprise technology platforms and products, Advent One has invested in people and resources to provide advisory services and implementation support to modernise and transform technology environments for the digital world. Advent One is proudly locally owned and managed, and makes customer technology challenges their own, allowing those customers to focus on what matters most in their own businesses.

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