How Panasonic cut costs
by 50% with Azure migration

1 data centre, 11 locations

migrated from on-premises to Azure cloud

50% savings

in annual IT costs by moving to cloud

Improved SLAs

by shortened delivery time from 6–8 weeks to 1–2 weeks

Client

Panasonic Information Systems Company Europe (PISCEU)

Industry

Information technology, Consumer goods

Platform

Azure Cloud

Services

Cloud Migration Services, Cloud Managed Services

When Panasonic Information Systems Company Europe (PISCEU) decided to migrate to the cloud, it knew it would need help, given the scale and complexity of the project. It also wanted faster server deployments and better support than it was getting from its existing on-premises service provider.

SoftwareOne helped the organisation migrate its data centre with 170 servers, as well as 11 business locations across Europe, to the Azure cloud. This not only resulted in IT cost savings of 50% and improved agility and flexibility, but also improved Panasonic's operational efficiency and enabled a better understanding of its systems by leveraging SoftwareOne's Cloud Managed Services expertise.

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Panasonic

The challenge

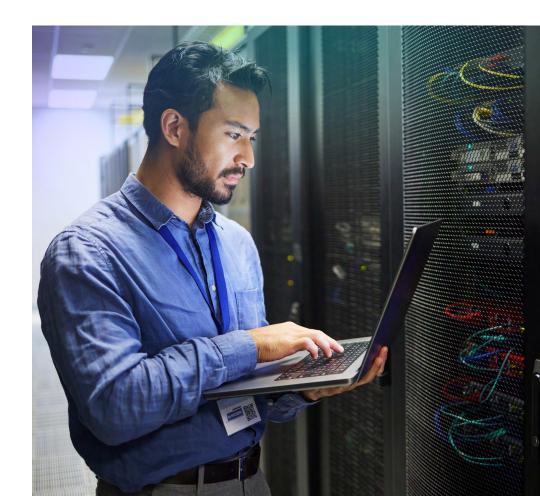# Looking for faster deployment, cost savings and strategic support

Headquartered in Japan, Panasonic is one of the world's largest players in the development of electronic technologies and solutions in consumer electronics, automotive, avionic and industrial technologies. With more than 11,000 employees, Panasonic Europe is represented in over 35 countries throughout Europe and the CIS. To cover all the various IT needs of each respective Panasonic business unit, PISCEU manages the IT infrastructure for the European group.

PISCEU recognised the need to modernise its existing on-premises data centre infrastructure and local services in 11 locations across Europe, including Germany, Italy, the Netherlands, France, the United Kingdom, Sweden and Switzerland. It depended on a third-party service provider for the implementation of IT changes, which often took weeks due to highly standardised processes and long delivery times.

Although support was adequate, PISCEU needed more strategic help. It wanted to work with an IT partner that would help it manage its systems more proactively and that could provide insights and guidance built on wide industry experience, helping it to keep up with modern business needs and expectations.

The company's goal was also to cut costs, because its internal customers regularly reported that their IT expenses made it hard to meet their business objectives.

As part of its decision to migrate to Microsoft Azure, PISCEU set a goal of using as many cloud-native services as possible. It also wanted to build a solution based on infrastructure as code, which would aid in system recovery and help to avoid the need to rebuild systems from scratch if something failed.

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The solution

Seamless migrations and Cloud Managed Services

The migration project was essentially divided into two parts, including the Azure migration of all local on-premises services for 11 sites and the on-premises data centre rehosting in the cloud.

SoftwareOne's Cloud Migrations Services included:

- Assessment of current state and requirements

- Assessment of migration approach, efforts and costs

- Migration concept creation and implementation

- Infrastructure design for Azure configuration and operation

- Data migration and application redeployment by implementing Azure Files, Azure Backup and Azure Defender

SoftwareOne teams in different CEE countries migrated the on-premises computing power of 11 sites. PISCEU's separate network transition to the cloud took longer, due to COVID-19 related constraints around such activities as the physical delivery of hardware, but timings for the cloud migration project remained on track. The three main sites were completed individually but, as the project progressed, smaller sites were migrated in tandem.

Although each location had different requirements and scales, identical templates were used for the migration infrastructure. As a result, all locations were streamlined to the same configuration in Azure, and 110 terabytes of data and 5 application servers were migrated in total. The data centre migration itself included a lift-and-shift of 170 servers and 50 other services to the Azure cloud.

As the migration proceeded, SoftwareOne also began supporting PISCEU with its Cloud Managed Services for Azure. SoftwareOne's team in Poland acts as part of the PISCEU team, helping with Azure environment maintenance, first-line ticketing support and incident and change management requests. In the meantime, SoftwareOne's global team provides managed cloud computing services and advisory support with monthly meetings. This support includes recommendations for ongoing Azure optimisation.

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SoftwareOne has been the perfect partner. They have the depth of knowledge we required. But what I really value is the generalists who can see a problem from end to end and know best practices. They never just carry out what we ask for but really question what we're trying to achieve and then provide us with the best advice.

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Anton Staller, Senior Manager, Infrastructure Service Management, Panasonic

The outcome

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We are working now on a completely different level. Before, we were very much focused on keeping the systems up and running. Now, both parties, as a team, are really focusing on how to improve virtual hardware capacity, improve security and streamline operations. It really brought the professional scale to the next level. We are doing all the right things, which will help us in the future.

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Anton Staller, Senior Manager, Infrastructure Service Management, Panasonic

50% savings
Since migration, infrastructure costs are half of what they were for the previous on-premises systems. And Azure pricing and better FinOps mean more predictable spending.

Faster provisioning
New servers or other computing capacity can now be provisioned in 1–2 weeks, rather than 6–8 weeks, and this can be further accelerated if required. Panasonic and SoftwareOne worked to ensure that things like file structures remained exactly the same as with the on-premises systems, so users didn't need to learn many new skills after migration.

Stability and reliability
During the migration involving 5,500 users, Panasonic received just 8 support tickets, and there was no service interruption at all. By outsourcing to SoftwareOne's Cloud Managed Services, quality of operations significantly improved and PISCEU is now much more agile in terms of operations. Its current Azure infrastructure has an SLA performance of 99.9%, compared to the previous on-premises SLA of 99%.

Better visibility into system performance
Panasonic can now quickly see when systems are running hot and can fix issues almost instantly; previously, addressing such problems required time-consuming management efforts. Today, SoftwareOne's Cloud Managed Services team often helps to resolve issues even before PISCEU submits a request for support.

New opportunities for growth
With the combination of improved costs and services, PISCEU is better able to gain new internal business and expand its use of Azure across the organisation. SoftwareOne's ongoing managed services support is helping the organisation to stay ahead of evolving technology requirements so it can meet future business demands.

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