

Introduction

Kinect supports a significant player in the Drugs and Biotechnology Industry. The company, which grew exponentially overnight as the result of a large merger, is a pharmaceutical distributor that efficiently supplies hundreds of thousands of care facilities with life-saving medications daily, impacting millions of people's health and wellness. They have been recognized by Forbes's as one of the World's Most Innovative Companies. Being innovative is not a novelty, though, as, they were among the first in America to use computers for inventory control and accounting.

So, when the time came for for them to drive innovation again by migrating from an old-school monitoring tool called CA SOI to New Relic, they called on Kinect.

Challenge: Migrate Tools that were Used Daily without Impacting the Business

The company needed to migrate from CA SOI to New Relic while establishing a streamlined operating model to sustain steady progress forward. They also needed to improve their ability to detect and resolve performance anomalies, bottlenecks, and underlying issues across all digital infrastructure. But these tools were used daily by technology and operation teams who were responsible for over \$160 billion in revenue moving through the systems each year. Complete visibility and the proper tooling were pertinent to their business's success, but is it possible to migrate all the teams and data in one year, avoiding significant interruptions?

Solution: Accelerate the Migration with Kinect

Kinect was hired to facilitate workstreams and accelerate migration progress in June 2021 and completed 90% of the migration by October 2021. "How?" you may ask: Kinect reviewed and cleaned all unessential Alert Policies before migrating, synced with teams separately to support their requirements, and created a centralized framework documenting the instrumentation process, how to onboard new applications, and enabling future staff to support the environment.

Kinect came in to advise the migration from start to finish. Kinect's knowledge and the company's ability to work fast and efficiently allowed the teams to complete the migration in four months. The migration was in-line with their end-of-fiscal year target which was a big win for their teams.

Outcome: A 3x Faster Migration at 75% Under Budget with No Disruption to the Business

Kinect completed a forecasted one-year project with an estimated cost of \$1M and successfully delivered the migration in 4 months at a cost of only \$225K, 75% below budget. That's no beginner's luck but a well-versed and success-oriented team leading customers to sow the best from New Relic's functionalities.

When the migration was complete, Kinect was further engaged to facilitate the monitoring and observability work associated with integrating another large, recently acquired company. The increased visibility facilitated cost reductions through tool consolidation, process optimization, and risk mitigation.

Kinect has a strong partnership with this company and continues supporting them today.

- Forecast 1-Year Migration Completed in 4 Months
- \$775,000 Under Budget
- No Disruption to Daily Business Operations
- Complete Visibility Delivered