



# CASE STUDY

## TECHNOLOGY

### SOFTWARE SECTOR

#### About ITC

Established in 1995, ITC Secure Networking provides organisations with assured IT. We design and integrate secure cloud-based and on premise IT network infrastructures that enhance performance, safeguard information and simplify management – **Delivering Secure Performance on AnyDevice, AnyWhere, AnyTime!**

Over the last two decades we have built and secured Domestic, European and Global IT networks for some of the UK's best known organisations, all managed from our state-of-the-art Secure Operations Centre in London. ITC are the leading **cloud-based MSSP** delivering service innovation in cyber security analytics & cloud technology.

**NetSure360°**, our Managed Services Platform, is our **“Jewel in the Crown”**, it's what identifies ITC and delivers value to all our customers by providing complete 360° visibility, control and assurance over our customers key assets 24x7x365.

For more information, please contact us:  
**enquiries@itcsecure.com** or **020 7517 3900**.

## MetaPack chooses ITC to design and deploy enterprise grade datacentre

MetaPack are the leading provider of eCommerce delivery management technology to enterprise retailers and brands across the world.

In early 2016 MetaPack approached ITC to discuss a solution to sustain their rapid business growth.

ITC responded with a detailed proposal for the design, deployment, migration and management of a new fully resilient enterprise grade datacentre (DC).

### Mission

**MetaPack** - experiencing rapid business growth that has heightened the awareness of the importance of the network underpinning the business.

**ITC Secure Networking** - Invited by MetaPack to review the current DC and design a robust, reliable, resilient, secure and agile DC infrastructure that would support their current and future rapid growth plans.

**Key Deliverable** - MetaPack required an underlying infrastructure that could efficiently support the growth of their key customers such as John Lewis, ASOS and M&S who utilise MetaPack's Delivery Management Software.

## Overview

### Industry

Technology software sector

### Environment

500 employees

Headquartered in London, UK with offices in Germany, France, Netherlands, Poland, US & Hong Kong.

2 datacentres

### Challenges

Critical business process dictates that MetaPack have a change freeze period from early November until end of January. Timescales were therefore a critical challenge for this project, making it necessary to complete the entire transformation within a 12-week time frame.

### Solution

Design, deploy, migrate and proactively manage a new datacentre network and firewall infrastructure and deliver 24x7 proactive NetSure360° LAN and Firewall Managed Services for the next 3 years.

ITC NetSure360° integrates Security, Network and Performance Management assuring the performance, security and reliability of mission critical applications across the entire enterprise.

### Solution

As part of ITC's standard on boarding process and in line with the company's ISO20000/1 accreditation, ITC completed the initial discovery and audit phase at MetaPack offices and datacentre's. The networks were fully documented to enable ITC to approve the plan to on board the infrastructure into service within a 12-week time frame.

To achieve the transformation ITC built the hardware within its laboratory and completed a full suite of testing. The working solution was then moved to MetaPack's datacentres, installed and re-tested before final handover to production.

### The Result

ITC have designed, migrated & deployed a new datacentre infrastructure that will enable MetaPack to scale their business in line with their growth plans.

The solution provides far greater resilience and reliability which will result in both higher levels of customer satisfaction and mitigate any loss of revenue. Additionally, ITC's NetSure360° 24x7 management of the new infrastructure will free up internal resources to focus their efforts on revenue generating activity.

***ITC have brought a tremendous value to MetaPack. Not only have they provided an effective solution to sustain our rapid business growth, but have delivered a critical transformation process in a very strict time frame as well. Thank you to all ITC colleagues involved in this ongoing project."***

David Whatley,  
Global Head of Technical Operations.