

CASE STUDY



Idea 11 Transforms Stoddart Group to a Modern, Scalable and Future-Ready Cloud Architecture

Overview

Stoddart Group is one of Australia's leading suppliers and installers of products to the residential building industry. For 60 years, Stoddart Group has been creating benchmarks in their industry by providing the best integrated building solutions to its customers.

As an organisation recognised for driving change within its industry, Stoddart Group felt that their ageing IT infrastructure was struggling to keep pace with the demands of the rapidly expanding business. For several years, IT related problems had resulted in outages and poor performance and had prevented the business from leveraging technology for new innovation.

With most IT infrastructure outdated and out of support, Stoddart Group felt the time was right to undertake a complete transformation of their IT environment. The objective was to move to a solution that would support current business requirements while also enabling new innovative possibilities in the future.

The Challenge

Ageing infrastructure was at the centre of the business and was impacting Stoddart Group's customer and employee experience. If left unaddressed, lack of sustainability and scalability would continue to hinder Stoddart Group's business growth and its ability to evolve in a rapidly changing industry.

High risk, unsupported, legacy infrastructure with single points of failure was increasing the risk of downtime and data loss across the business.

High technical debt existed throughout the environment, with over-engineered solutions and lack of documentation and clear-cut procedures. Disaster recovery was a near-impossible task.

Industry

Manufacturing and construction services

Key Challenges

- Ageing infrastructure
- High risk, unsupported systems
- High technical debt
- Lack of technology innovation

How We Helped

- Comprehensive redesign to a cloud-first strategy
- Full migration to AWS
- Rearchitected primary business app as a future-ready platform
- Disaster recovery designed and tested
- Idea 11's TechOps managed services provide ongoing support

What We Achieved

- Increased IT maturity from a score of 0.5 to 3
- Decreased technical risk
- Enabled disaster recovery
- Reduced IT response times from 19 days to 2 days
- Increased user satisfaction from 55% to 78%

“*Idea 11 is an expert AWS partner who leads from the front for AWS solutions. Idea 11 has a very highly skilled team who represents the brand in a very professional manner. Working with Idea 11 as a partner is effortless.*”

Krushal Shah, IT Director, Stoddart Group

The Solution

Idea 11 commenced with a Cloud Readiness Assessment to comprehensively review Stoddart Group's architecture and systems and to capture a thorough understanding of the different technologies in use, their impact on the business, risks and opportunities for improvement.

With a detailed understanding of Stoddart Group's environment and objectives, Idea 11's specialist architects were then able to design a cloud-first technology architecture that would solve the challenges Stoddart Group was experiencing while simultaneously readying the business for future technological innovation.

Stoddart Group's new future environment was centred around a best-practices cloud architecture based on Amazon Web Services (AWS). The AWS platform would provide a high-performance, scalable and agile platform to host Stoddart Group's key infrastructure and applications, and to enable the business to innovate on the diverse services available through the platform.

As part of building the new core AWS architecture, Idea 11 also rearchitected Stoddart Group's national network using next-generation networking solutions such as Cisco Meraki software defined networking and Palo Alto Networks firewalls.

With the core AWS architecture built and connected to Stoddart Group's national network, attention was turned to a full migration of Stoddart Group's workloads into the cloud. Idea 11 closely collaborated with Stoddart Group to ensure business impact was minimised throughout the migration. Idea 11 also rearchitected Stoddart Group's main

line of business application to leverage new Continuous Integration and Continuous Delivery (CI/CD) pipelines and cloud-native services such as AWS Lambda, ensuring the application was optimised for a cloud architecture with reduced operational costs.

The final challenge was to ensure that Stoddart Group's new technology environment would live up to the reliability and resiliency objective. Idea 11 collaborated with Stoddart Group to define and document a disaster recovery procedure that would enable Stoddart Group to recover quickly and effectively in the event of a disaster. An environment failure was then simulated and the procedure successfully undertaken to ensure the environment would be capable in the future.

Ongoing Support

Stoddart Group chose to engage Idea 11's TechOps managed services team to provide ongoing specialist AWS infrastructure support and to ensure Stoddart Group's new environment would be maintained at its full potential.

Idea 11's TechOps team provides ongoing management, maintenance, capacity and availability planning, in addition to full management of Stoddart Group's new next-generation firewall infrastructure.

As part of Stoddart Group's service, Idea 11's TechOps team also conducts regular architecture reviews and advises on technology strategy to ensure that Stoddart Group continues to iterate on its technology environment, and that technology continues to support and evolve with the business.

The Benefits



Service requests response times were reduced by 89% from 19 days to well under 2 days, decreasing lost productivity.



Environmental risk ratings were reduced by from a high of 5 to 3, with significantly reduced risk of technological failure and business impact.



IT maturity was increased from a low of 0.5 with significant technology transformation.



User satisfaction has risen from 55% to 78% in the weeks after the transformation completed.

About Idea 11

Idea 11 is an award-winning, full-stack AWS IT company that specialises in digital transformations, cloud infrastructure, software development and managed services.

We're recognised for our fresh approach to being a technology partner. We help our customers solve the challenges of today, envision their future and make it real. Our strong values, personal client relationships and long-term thinking makes us unique.

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