



## CASE STUDY

### Project at a Glance

- > One of the world's leading equipment breakdown insurers needed to quickly backfill a team of high performing technologists when it was acquired and relocated, causing migration of their data center across the country
- > iTech placed nine out of 12 mission-critical positions
- > The Client's data center migration was smooth and seamless
- > iTech continues to be engaged by the Client for projects on an ongoing basis and has become a professional services partner of choice

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- Chief Technology Officer



## Building & Leading a Data Center Migration Team *iTech Tackles a Rapid, Critical Data Center Transition Team*

### THE CLIENT

One of the world's leading equipment breakdown insurers, this iTech client provides a range of specialty insurance coverages for business, home and farm. The company's reach is global and includes an international inspection force of 1,200 engineers, inspectors and technical personnel around the world.

### THE CHALLENGE

When this global specialty insurance provider was acquired by a large, multinational insurance company. In order to streamline operations and data, the parent company decided to incorporate the existing Connecticut data center and its new acquisition with the organization's global shared services center in the Midwest.

The merger, coupled with the data center migration, spurred a rapid and operationally risky attrition of IT personnel in the Connecticut office. With longtime staff members leaving, the business had an urgent need for a team of experienced data center professionals who could both maintain the current environment and play key roles in the data center transition.

### THE SOLUTION

iTech, an IT services provider with extensive experience serving the insurance industry, was selected as the partner to rapidly build a highly capable team of data center consultants. Several of the roles vacated by longtime staff members were mission critical to IT operations. iTech's long history of supporting the technology departments of blue-chip insurance clients was one of the many reasons the client chose to work with iTech. This experience within the sector and knowledge of its data needs and challenges was essential for the project to be a success.

iTech's first priority was to identify a data center relocation manager whose job would be to oversee the technology migration while championing the needs and requirements of the subsidiary's IT function. Within 10 days, iTech had identified a highly experienced data center manager who had extensive infrastructure, network, applications, and database experience. In addition to being Lean Six-Sigma Greenbelt and ITIL certified, this data center manager brought 30-years' experience in senior leadership positions with several Fortune 500 companies.

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As the relocation manager position was being filled, iTech simultaneously began building the operational and migration team to support the relocation manager and manage ongoing IT operations. In a matter of just a few weeks, iTech filled nine data center positions, which included:

- > Technical Analyst
- > Network Engineers
- > Computer Operators
- > Job Schedulers
- > Windows Administrators
- > Telecommunications Engineer
- > Facilities Managers

iTech's extensive candidate prescreening and vetting process simplified the job of building the technology team in a short time frame. "iTech delivered very bright people very quickly," said the Client's Chief Technology Officer. "They did a great job of creating a short list of candidates and leveraging their own technology experience and systematic processes to comprehensively vet and deliver best-in-class IT consultants. Their underlying appreciation of our business shows in their work and the IT team they've built."

In addition, iTech worked with each consultant to ensure they came onto the job well prepared and ready to fill the critical gaps left by former employees. This pre-arrival training ensured minimal transition time and helped the new data center quickly achieve full operational effectiveness.

## THE RESULTS

With the data center transition in full swing, the iTech team is partnering with the parent companies shared services organization to find talent for positions in the Midwest as well.

Meanwhile, the client reports outstanding IT operations and service. The global insurance leader depends on the smooth operations of the data center to serve its clients. Since the iTech team has been on the job, there have been zero glitches to report. According to anecdotal reports, the Clients' systems have been operating like a well-oiled machine since iTech's consultants joined, which is exactly what this Client's business and customers require.

## Find Out How Well We Listen!

Call us today at **800.709.4740** to tell us about your next project's requirements or visit us at [www.itecholutions.com](http://www.itecholutions.com).

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## iTech at a Glance

- > Founded in 1995
- > National supplier of IT talent
- > Headquartered in Connecticut
- > Services include: consulting, technology staffing, direct hire, contract-to-hire
- > More than 250,000 qualified candidates and growing
- > Outstanding talent for high-demand and hard-to-find positions
- > iTech clients range from small to multinational
- > Many of iTech's clients are Fortune 100 companies
- > iTech recruiters are technology professionals with 15 to 20 years of experience in Fortune 500 IT departments
- > A woman-owned enterprise and valued partner to corporations meeting diversity requirements



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