



## Campbell Alliance – A Holiday Gift of a New Data Center

### Company Profile

Campbell Alliance is a premier specialized management consulting firm serving the pharmaceutical and biotech industries. Their clients include most of the world's top 20 pharmaceutical companies, as well as a host of emerging and midsize firms. From offices in Raleigh, NC, Parsippany, NJ, New York, Philadelphia, Boston, Atlanta, Chicago, San Francisco, Los Angeles, and London, they serve clients throughout North America, Europe, and Japan.

### The Challenge

The Campbell Alliance office located in Raleigh, N.C., contacted TCS to move their data center to a new location in the area. Their IT staff was challenged to continue running the day to day IT business demands while planning and executing the relocation of all IT and telecommunications technologies. The Campbell Alliance IT manager decided his IT staff would relocate networks, printers and desktops while TCS would move the data center to reduce internal stress and overtime expense.

The move was scheduled on a weekend before the December holidays. A flawless move and set up of equipment in the new location was required to meet the client's expectation that the data center be operational immediately following the holidays.

### The Solution

After meeting with the IT management and staff, a detailed plan was developed and reviewed with Campbell Alliance to ensure all aspects of the move was documented and visible. The plan included:

- Clear assignment of roles and responsibilities for Campbell Alliance and TCS staff for the relocation
- Detailed survey and labeling of equipment and cabling to be moved to the new data center; new racks had been purchased and set up in the new location; current racks would not be moved
- Identification of the route to exit the equipment from the old location
- Survey of the new data center space to understand the rack placement and the route through the building to the new data center
- Detailed briefing of the technical movers to set expectations on the route into and out of both locations, requirements for floor protection from moving carts, agreement on how IT equipment would be handled through the packing, loading and unloading process
- Detailed labeling of racks in the new data center to ensure proper equipment racking and cabling

- Close TCS supervision and relocation plan management during the relocation
- Follow up with the client after the holidays to ensure no move punch list items needed to be addressed

### **The Benefits**

Close teamwork between Campbell Alliance, the technical movers and TCS resulted in a flawless move that took one business day. The benefits realized by Campbell Alliance included:

- Well planned, organized and coordinated move of the data center
- Clear and continuous communications throughout the move between Campbell Alliance and TCS personnel
- TCS leadership of the data center relocation allowed Campbell Alliance to:
  - Focus on relocation of other key IT assets
  - Significantly reduced IT staff overtime during the relocation
  - Reduce IT staff stress ensuring improved attention to detail and quality control
  - Allow the IT staff to focus on the set up of the data center post relocation and quickly resume flawless day to day IT operations