

A person is seen from behind, driving a sleek, futuristic blue car with a transparent canopy. The car is on a road that stretches into the distance, flanked by large, billowing clouds. The sky is a vibrant mix of orange, pink, and blue, suggesting a sunset or sunrise. The car's reflection is visible on the road surface.

Case Study

Rapid cloud migration of mission-critical legacy applications saves financial services giant from major data center costs

Amdocs Cloud Studio beats the clock completing complex migration of 40 applications to Azure within tight timeframe

Summary

This case study focuses on a British-American financial services leader that was facing extreme challenges in the migration of strategically important applications to Azure. Time pressures combined with technical complexity made this a high-risk project, but Amdocs Cloud Studio stepped up. Our cloud engineers applied care, expertise, and tenacity to complete the migration on time, enabling the company to achieve its ambitions.

- Migration of 40 business-critical applications used in 11 markets spanning Europe, Asia, Africa, and the Americas achieved within 12 months.
- Problem applications with 'spaghetti architecture' and extensive technical debt given special attention to mitigate risks of excessive costs, vulnerabilities, and performance constraints.
- Expert planning and preparation ensured a smooth transition and a timely data center exit, ensuring cost reduction targets were realized.

Time pressure and technical debt put cloud targets at risk

A multinational financial services company specializing in commercial insurance and risk brokerage was migrating thousands of IT applications to Azure as part of a global cloud transformation. All applications needed to move to the cloud by the end of 2024 so data center and on-premise provisioning could be terminated. It was important to meet this deadline so the company could achieve essential cost reduction targets and invest in future cloud modernization.

Amdocs Cloud Studio was tasked with migrating 31 large, mission-critical legacy applications from the company's commercial risk and brokerage segment and nine from its corporate segment. Together, these applications span 11 international markets and 70 servers.

Many of the applications were decades old and riddled with technical debt; some also shared a 'spaghetti architecture'. Migrating them was a high-risk undertaking, and a lack of technical documentation compounded this.

Cloud migration experts plot path to success

Planning, preparation, and tenacity were central to Amdocs Cloud Studio's orchestration of this high-complexity migration.

For instance, our cloud engineering experts gathered as much information as possible about the most problematic applications. This involved extensive collaboration with people who use the applications so that technical requirements, potential risks, and functionality gaps could be defined. Other stakeholders were also brought into the planning process so we could build a comprehensive picture of the applications and their interconnectedness. This approach allowed us to ensure all parties were aligned on core requirements and expectations.

Investing time and energy upfront enabled Amdocs Cloud Studio to unpick much of the applications' complexity. Engineers discovered dependencies and technical debt that might cause problems and set about rectifying these issues ahead of the migration.

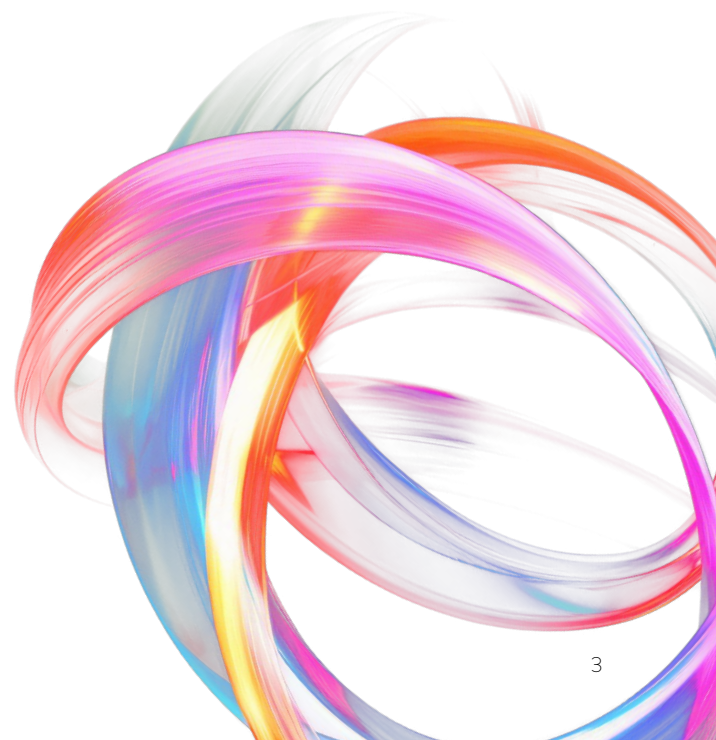
Nurturing good working relationships at all levels of the client organization was a critical success factor for this project. Regular communication and a culture of transparency meant that any misunderstandings or technical difficulties were quickly identified and resolved so they didn't hinder progress.

To minimize disruption, all 40 migrations were executed outside of the relevant market's business hours or over weekends when service demand was expected to be low. Amdocs Cloud Studio's global network allowed us to take advantage of time zone differences to provide excellent engineering services outside of regular office hours. Working during quieter times meant we could replicate machines and data without impacting user experience or bandwidth. Rollback plans were also put in place, so applications could quickly be restored if anything went wrong.

Migration completes on time without a hitch

This was a high-risk project with strict time parameters, but Amdocs Cloud Studio had the experience, expertise, and global capacity to deliver a successful outcome, despite the problem applications. Meticulous planning and preparation facilitated a smooth, seamless cutover to Azure, which happened on time with no rollbacks required. The client said the role played by Amdocs Cloud Studio was critical to its cloud transformation success. Timelines were met, business continuity was maintained, infrastructure costs were reduced, and the applications are primed for ongoing modernization and improvement in the cloud.

Successful completion of this migration positions Amdocs Cloud Studio as a trustworthy, confident, and capable partner for the most challenging cloud projects. It has cemented our relationship with this leading global player in the financial services space. We're now looking to support the company with longer term cloud modernization and rationalization across its global network.





Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$5.00 billion in fiscal 2024.

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