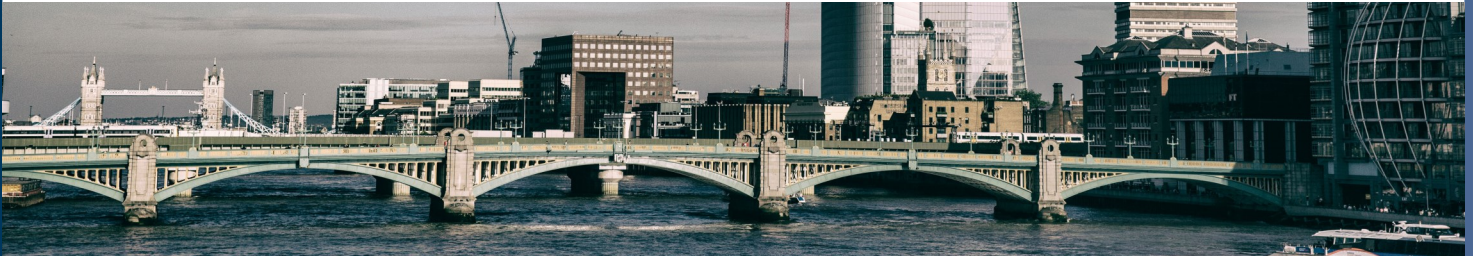


# Baskervill Leveraged Arcus for Critical Infrastructure Move with Detailed Planning and Execution



*"I would not even think about attempting to find another group of individuals to partner with for any consulting need. Arcus provides an immense amount of value and are worth their weight in gold."*

- Brandon Hairston, Director of IT Operations

## Case Study Company Overview

### Architecture and Planning firm

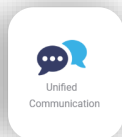
Baskervill offers creative architectural, interior design, and MEP engineering solutions to a varied client base.

Founded in Richmond, Virginia, in 1897, today Baskervill has multiple offices and a growing global footprint.

**Company Size:** 6 locations/~250 Employees      **Industry:** Engineering



### Technology Focus



# Challenges



## Baskervill was faced with a location move that impacted all core systems:

- Move would impact VOIP Services, Web Servers, Remote Application Servers and Storage.
- Needed to ensure that downtime was minimized with very little margin for error.
- Small IT staff with minimal experience in planning a change on this scale.
- Needed expertise to help navigate the complexities of the change and all the moving parts.
- Wanted to consider design changes through the move that would right size services with the needs of the business moving forward.

# Use Case

## Baskervill needed a smooth and well orchestrated transition:

- Moving main office location including their data center.
- Changes were underway at the start of the pandemic.
- In the midst of juggling challenges associated with a drastic shift in work environments, minimizing the impact to the organization was key.
- Limited staff, a tight window and new complexities required a partner they could lean on.
- Looked to improve call quality via improvements related to the move.
- Arcus was leveraged to help with project management and coordination.

SIP Issues Reduced  
**100%**

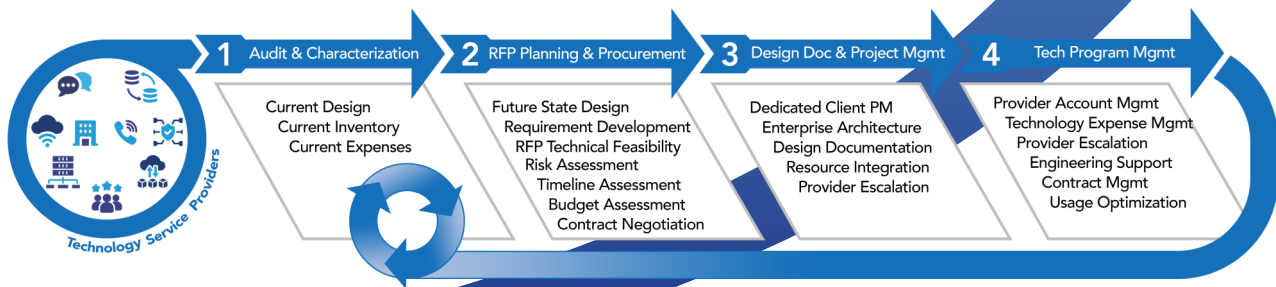
Downtime for Move  
**0 mins**

Latency Issues  
**Eliminated**

# Results

## The move went like clockwork:

- Project was completed on time without any major problems and on time.
- Arcus guided the process, planned and coordinated all of the necessary elements.
- Services were right sized to match the company and its needs.
- Significant reduction in SIP issues with deployment of dedicated trunk.
- Reduced latency for remote users with right sized bandwidth.
- All services were in place and ready to go prior to the physical office move.
- Baskervill never missed a step in spite of the challenges associated with a complex main office relocation.



## Arcus is a Strategic IT Consulting and Project Management Firm

The lifecycle approach to Auditing, Procuring, Implementing, and Supporting all areas of technology results in customers making better IT buying decisions.