Moving to a next generation ICT Infrastructure

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for a healthier future
Agenda

- The Greenyard company
- Present ICT Landscape
- ICT Strategy
- Telecom Challenges
- Solutions selected
- Lessons learned and status
The Greenyard company

✓ Import and sell Fruit and Vegetables
✓ B2B : customers are retailers
✓ 4 Divisions
  • Fresh
  • Frozen
  • Prepared
✓ 80+ sites
✓ 9,000+ FTE’s (perm. and temp.)
✓ Turnover: 4 Billion €
✓ More than 25 telco operators
Present ICT Landscape

- Group managed as a portfolio of companies
- Strong and independent local Management
- No standardization of Business and Logistic processes
- Apart from Germany, The Netherlands and Belgium, most ICT teams are small (2 to 5 FTE)
- Throughout the Group a diversity of service providers and suppliers is used:
  - 17 different ERP systems
  - 9 different telephone systems
  - 25 different telco operators
  - 7 brands for end-point protection
  - 25 separate mail environments
  - ...
- No Master Data Management strategy is in place.
- Security is not covered sufficiently
 ICT Strategy

- Business Operating Model Fresh Division
- Business Operating Model Greenyard Group
- ICT Organisation

Technology Standardisation Greenyard Group

- SAAS first strategy
- Migrate gradually to a single service provider per technology
  - Collaboration
  - Telco
  - Telephony
  - Printers
  - Workstations
  - ...
Telecom Challenges

- Not one global network but islands of non-connected LAN’s
- 80 Firewalls managed at local level (quality?)
- Some sites have no redundant connections
- No DDOS protection in place
- 60% of bandwidth used for non-work related internet traffic
- Network not ready to support VOIP telecommunication (no QOS)
- Variety of technologies in use
- Work intensive administration of telco contracts (25 partners)
- Expensive solutions not in line with market standards
Solution selected - Managed Data Network - SD WAN
Solutions selected - Managed Security

- Managed by GTT: layering on WAN level for inter site security and layered service segregation
Solutions selected - Managed Security

- Managed by GTT: Centralised Firewalls at 4 break out locations
  - (Madrid, Frankfurt, Amsterdam and New York)

70+ Sites
Solutions selected - Managed Voice

- Initial proposal: Mitel VOIP with Damovo as partner
- Second proposal: Microsoft Skype For business with GTT as partner
- Third proposal: Microsoft Teams with GTT as partner
Solutions selected – Lan Management

Connection Meraki – GTT Edge

- 1 Vlan between Edge and Meraki
- Range 10.10.x.0 /28 -> I suggest -> 10.10.x.0 /28
- All sites with Meraki’s similar addressed:
  - IP GTT Edge – VRPRP: 10.10.x.1
  - IP GTT Edge – primary line: 10.10.x.2
  - IP GTT Edge – secondary line: 10.10.x.3
  - IP Meraki – WAN Virtual IP: 10.10.x.11
  - IP Meraki – primary line: 10.10.x.12
  - IP Meraki – secondary line: 10.10.x.13

Telco program:
- Meraki
- SD-WAN
- VOIP

Amsterdam
Frankfurt
Madrid
New York

VOIP

GREENYARD
Lessons learned and status

- Take time to investigate and negotiate (avoid negotiating under time pressure)
- Technological solution was designed in partnership with providers
- Check references
- The design and telecom architecture should guarantee high availability and performance
- 4G Multi vendor SIM cards as backup in remote area’s
- Contract review with support of specialized lawyers
- Some vendors dropped initial (so-called sharp?) pricing with more than 30% during negotiations
- Verify new (financially adjusted offers) in depth regarding offered solution
- Build in flexibility regarding number of sites and connections
- Build in price reduction scheme over the years
- Negotiate heavier penalties in case of non respecting SLA’s than what vendor initially proposes

- Implementation started
- Implementation first sites is tested