



# Case Study

Client:

## Intertape Polymer Group

*Intertape Polymer Group (IPG) is a leading global developer and manufacturer of packaging products and systems. They offer a variety of paper- and film-based solutions, including pressure-sensitive and water-activated tapes, protective packaging, and packaging machinery used in both retail and industrial settings.*

*IPG maintains over 3,500 employees across 31 locations. These locations include 22 manufacturing facilities in North America, four in Asia, and one in Europe.*



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## Background:

### PSGi Proves its Value as a Technology Support and Services Partner for IPG

PSGi has worked with IPG for nearly two decades. Over the course of this relationship, PSGi has successfully provided essential services and support for IPG's business-critical applications and infrastructure. This work has included:

- **Application Support:** PRISM ERP, JDE World Financials, and EDI.
- **Application Technical Services:** more than 300 complete projects, including enhancements to core functionality and integration with other systems, including web services.
- **Consulting Services:** including implementation and training for PRISM at new facilities as IPG continues to grow via acquisitions.
- **Administrative Services for IBMi and Power i:** initially project-based work has matured into a full managed services relationship within Thrive Network's data centers, the focus of this case study.

## The Challenge:

### Providing a Platform-as-a-Service Solution for Business-Critical Applications and Infrastructure

After a fire came dangerously close to destroying their internal data center housed near Detroit, IPG made the strategic decision to get out of the infrastructure and software management business. The complexities of managing large IT infrastructure continue to grow with each passing year. Changing technology, software/hardware updates, and security concerns are difficult to manage. Concurrently, these proliferating IT management concerns push resources further away from their core competencies.



In addition to securing vital infrastructure, IPG needed a Platform-as-a-Service (PaaS) solution that could streamline these management challenges while:

- Providing fully scalable infrastructure.
- Improving the speed of new deployments.
- Enhancing regulatory compliance.
- Improving connectivity.
- Providing requisite subject matter expertise while limiting cost.

Based on PSGi's history of providing highly responsive, reliable support and services, IPG asked PSGi to recommend a PaaS solution. The proposed solution would need to include comprehensive, proactive management of IBM i and X86 environments, in addition to moving the systems to external data centers. IPG's business operates 24x7x365 and cannot afford extended downtime. The new solution would need to not only support the long term operational demands of IPG but be migrated utilizing a process and team that would ensure virtually zero business interruptions.

PSGi proposed a PaaS solution in partnership with Thrive Networks, a firm with extensive experience implementing cloud-based infrastructure. In this partnership, PSGi would focus on the management of IBM i applications, with Thrive taking on broader infrastructure management tasks.

**PSGi Provides IBM i Services:**

- Comprehensive 24 x 7 Remote Monitoring
- System Administration
- Change Management
- Management of Operating System Lifecycles
- Management of Application Software Updates

**Thrive Networks Provides a Comprehensive Data Center Solution:**

- IBM i and X86 Cloud Data Center
- Security
- Network Management
- Disaster Recovery (DRaaS)
- Business Continuity
- On-Site Infrastructure Support
- Enterprise Operations Center







*PSGi-Thrive worked with IPG to develop a comprehensive understanding of current business requirements, geographic needs, future growth plans, and overall business strategy.*

IPG approved the proposed partnership, and PSGi/Thrive Networks began a detailed analysis of IPG's systems to develop a rigorous migration plan.

## **The Solution:**

### **A Carefully Managed Phased Transition to PaaS for Software and Infrastructure**

This new technology strategy needed to not only be rooted in sound technical planning but carefully orchestrated to match IPG's business requirements. PSGi-Thrive worked with IPG to develop a comprehensive understanding of current business requirements, geographic needs, future growth plans, and overall business strategy. Equipment was specified, purchased, and deployed based on analysis of both current operating needs and future growth plans.

The first step in implementing this new strategy was migrating Disaster Recovery databases to high-availability X86 and Power i servers in a Boston-area Thrive data center. This data center would eventually become the new production environment for IPG. By conducting the DR migration first, the new environment could be safely tested without impacting business operations—but while using a complete set of business data and infrastructure.

Thrive managed the X86 migration and delivered many services related to establishing a safe, secure, reliable cloud environment. PSGi managed the IBM i migration and would continue to deliver IBM i services for the cloud environment. This initial DR migration was tested repeatedly, with comprehensive analysis and tweaking performed with each round of tests to ensure the fulfillment of IPG's DR recovery time objective and recovery point objective (RTO/RPO). Crucially, this testing would also ensure that the infrastructure would be capable of supporting the future production environment. When all parties were satisfied with the results, DR migration was performed and completed in 2020 with connectivity established to all 22 IPG production sites.



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The next step was replicating this DR infrastructure to Thrive's Dallas-area data center, where it would also be tested extensively. This data center would be operated as the permanent DR site for IPG. Their production environment could subsequently be converted from on-premise infrastructure to the Thrive Boston area data center, with instant replication to the new Dallas DR-site.

The final phase of this migration would center on migrating IPG's production environments. This effort pivoted after IPG's new acquisition of Polyair. IPG decided to migrate Polyair systems first before proceeding to the broader organization. This approach would enable a smaller division's production environment to be moved first, highlighting any remaining issues before the migration of IPG's broader production environment. This stage of the migration strategy used the same rigorous testing, analysis, and tweaking processes performed in phase one (DR-first, followed by migration of Polyair's production servers, incorporating key lessons that had been learned along the way).

## The Results:

### A Smooth Transition to a PaaS Model Built to Serve IPG for the Next Decade

The PSGi-Thrive partnership has successfully managed IPG's initial phases of migration to a PaaS model. The inevitable speed bumps associated with enterprise-scale migrations were quickly resolved. IPG now has a more resilient, cloud-based DR solution, without the hassle and cost of internal management. In addition, the environment is now situated in highly secure data centers with redundancies on all subsystems, well-cared-for by a broad array of experts that few standalone organizations would have access to or could afford.

PolyAir's production environment migration paved the way for subsequent migration of the remainder of IPG's production infrastructure, completed May 2021. IPG's Detroit-area on-premise production environment has been migrated to the



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## Results by the Numbers

### **X86 Environment**

**69 Virtual Machines**

Replicated (Zerto)

**74 TB**

of production data

**15 Minute RPO**

achieved 100%

### **IBM i Environment**

**2 LPARs Replicated**

(QEDD) and an additional  
Development LPAR

**7.5 TB**

of production data.

**15 Minute RPO**

achieved 100%

Boston DC and connected to all IPG production sites. Along the way, the Dallas DR DC was carefully tested to ensure that the new Boston production environment is fully protected.

PSGi looks forward to working with Thrive to continue delivering the same quality results we have achieved thus far. With the help of this new PaaS model, IPG plans to continue operation of its current set of core ERP systems through 2030.



**Precision Solutions Group, Inc.**

**Precision Solutions Group, Inc.**

26 Eagle Drive  
Walpole, MA 02081

**U.S. and Canada:** 877-677-5776

**International:** 01-810-503-4092

**[precisionsg.com](http://precisionsg.com)**