

## CASE STUDY



Established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

# From Legacy to Cloud: A Retailer's Journey to IT Agility and Cost Efficiency

## Executive Summary

The client had business expansion goals – they were looking to open 20+ stores annually. But with a legacy IT infrastructure, it wasn't easy. Why? Because it had high maintenance costs, challenges to scale, and security risks.

They knew that the cloud could be the best way to overcome all this.

Working with us, the retailer underwent a phased migration of their on-premises infrastructure to Microsoft Azure. After the transition, we even optimized their cloud spending with our FinOps strategies.

The result? With a cloud-based infrastructure, the client has now the launchpad to go after its expansion goals. Their operational costs have reduced, as is their vulnerability to potential security threats.

## About Client

The client is a leading furniture retailer known for offering quality home furnishings at affordable prices. Their product range covers living rooms, bedrooms, dining, and offices. Value-driven pricing, customer-centric services, and a seamless omnichannel shopping experience have earned them a reputation as a trusted name in the home furnishing industry.

## Client Overview

**Vertical:**  
Retail & Wholesale

**Region:**  
US

**Revenue:**  
~\$2 Billion

**Key Challenges:**  
Inefficient IT Landscape,  
High Maintenance Cost,  
Security & Compliance Risk



## Business Challenges

As the retail business expanded, its IT infrastructure became a bottleneck to scalability and agility. Below were the major roadblocks they faced:

- **Fragmented IT Environment Due to Legacy Infrastructure**  
The client's outdated on-premises data centers created a complex and inefficient IT landscape. This fragmentation led to operational challenges, increased downtime, and security vulnerabilities.
- **High Cost of Maintaining On-Prem Infrastructure**  
Managing and maintaining aging hardware required significant capital investment, from renewing support contracts to upgrading storage and hypervisor licenses. This diverted resources away from strategic business initiatives.
- **Challenges with Scalability, Reliability, and Availability**  
The business required a more flexible IT setup that could scale with demand fluctuations. However, their current infrastructure lacked the agility needed to support rapid expansion, resulting in slow performance and frequent disruptions.
- **Security and Compliance Risks**  
A lack of centralized security governance made it difficult to implement consistent policies and ensure compliance with industry regulations, increasing business risk.

## Techwave's Strategy & Solution

Recognizing the client's need for a modern, cost-efficient, and secure IT framework, we implemented a cloud-first strategy with Microsoft Azure.



### Data Replication

To ensure a seamless transition, all production services were replicated from the existing data centers to the cloud, allowing for real-time synchronization and integrity checks.



### Disaster Recovery Setup

A robust disaster recovery solution was designed, leveraging Azure's cloud-based DR capabilities, reducing recovery time and ensuring business continuity in case of failures.



### Migration from On-Prem to Azure Cloud

A structured, phased migration plan was developed, transitioning business-critical applications, including SAP and non-SAP workloads, to Azure with minimal disruption.



### Network Optimization & Security Enhancements

Secure hybrid connectivity was established using SDWAN, Meraki, and Zscaler VPN appliances, enabling seamless integration between retail stores and the Azure environment.



## Techwave's Strategy & Solution (Contd.)

Recognizing the client's need for a modern, cost-efficient, and secure IT framework, we implemented a cloud-first strategy with Microsoft Azure.



### Cloud Governance & Cost Optimization

Implemented access control policies, cloud governance frameworks, and FinOps strategies to optimize cloud spending and ensure efficient IT resource allocation.

## Business Outcomes

By adopting a cloud-first approach, the client achieved significant business and operational improvements:

### Business Expansion Readiness

With a cloud-based infrastructure, the client can now scale IT resources on demand – a crucial foundation to help them achieve their goals of opening **20 stores annually**.

### Improved Reliability

The new infrastructure ensures high availability, reducing system failures and improving the overall performance of business applications.

### IT Budget Optimization

By exiting legacy data centers, the client reduced capital expenditures and shifted to a more flexible subscription-based IT spending model.

### Strengthened Security

Azure's robust security frameworks, combined with centralized governance, improved compliance and reduced the risk of cyber threats.

### Business Continuity Assurance

With a cloud-based disaster recovery solution, the company now has a resilient IT framework, minimizing risks associated with unexpected breakdowns.

## About Techwave

Headquartered in Houston, TX, Techwave provides Global Technology and Engineering Services and Solutions to more than 600+ clients across 5 continents. Our expertise in Data & Analytics, Software Engineering, AI/ML, Cloud Engineering Services, and Strategic Sourcing provides the end-to-end digital capabilities that empower our clients to maximize the value realization from their digital investments. Our CMMI Level 5 and ISO 9001:2015 certifications demonstrate our ability to deliver excellence to all our clients.



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