

A photograph of a long, brightly lit aisle in a data centre, with rows of server racks on both sides. The racks are filled with equipment, and the floor is highly reflective, creating a sense of depth and perspective.

## Discover How a Leading Contact Centre Achieved Zero-Disruption Migration and Uninterrupted Business Continuity

### Overview

For a leading contact centre provider in the Middle East, relocating a mission-critical data centre within just five days was a formidable challenge. The environment supported 24/7 customer operations powered by 36 interconnected systems across voice, network, and applications. Even a few minutes of downtime could have disrupted thousands of interactions and affected customer trust.

To achieve this high-stakes transition without interrupting operations, the organisation partnered with Black Box, leveraging its technical expertise and experience in complex, time-sensitive infrastructure projects. Through meticulous planning, round-the-clock coordination, and disciplined teamwork, the migration was completed seamlessly, ensuring zero disruption, improved performance, and substantial cost savings.

### Challenges

The organisation faced multiple obstacles that tested both speed and precision. Limited visibility across systems made coordination difficult, increasing the risk of misalignment during execution. The existing legacy network constrained scalability and performance, creating further vulnerability during the move.

Each endpoint had to be reconfigured live, which meant maintaining full operational continuity while transitioning to the new setup. Meanwhile, siloed communication among functional teams created potential delays in decision-making and response.

With a tight migration timeline and no margin for downtime, the organisation needed an execution strategy that could ensure consistent delivery and operational stability under intense time pressure.

### AT A GLANCE

#### CHALLENGES

- Limited visibility and coordination during migration planning
- Legacy network restricted performance and scalability
- Endpoint reconfiguration needed without disrupting live operations
- Siloed teams created communication and execution gaps

#### SOLUTIONS

- Parallel execution model with extended shifts and real-time coordination
- Migration to IPVPN MPLS architecture for improved connectivity
- Live endpoint reconfiguration ensuring seamless continuity
- Unified teamwork across SMEs, network, operations, and helpdesk

#### RESULTS

- Zero downtime during migration
- 100% functionality on day one
- Project completed ahead of schedule with time for validation

#### BENEFITS

- SAR 3–5 million saved in avoided lease costs
- Future-ready infrastructure and enhanced performance
- Seamless operations with no customer impact



## Solutions

To overcome these challenges, Black Box developed a parallel execution model that enabled multiple workstreams to progress simultaneously. Teams worked in extended 18-hour shifts and coordinated through a central MS Teams war room for real-time updates, monitoring, and rapid escalation.

The migration involved upgrading to an advanced IPVPN MPLS architecture, linking key operational sites for improved performance and scalability. Subject Matter Experts managed the configuration of servers and storage, while Network and Operations teams ensured seamless connectivity between systems.

During the transition, the Helpdesk team reconfigured endpoints in real time, ensuring continuous operations with zero impact on customer service. Unified collaboration, structured planning, and proactive problem-solving made it possible to execute the migration efficiently and without disruption.

## Why Black Box?

The success of this migration reflects why leading enterprises across the region trust Black Box for mission-critical transformations. Understanding the urgency of maintaining uninterrupted customer operations, the team combined deep technical expertise with disciplined execution and close collaboration to achieve exceptional results.

By aligning global best practices with local insight, Black Box ensured operational continuity, built client confidence, and delivered measurable business impact. Its commitment to precision and partnership turned a high-pressure migration into a seamless transformation, setting a strong foundation for future growth and resilience.

Black Box is a global leader in digital infrastructure solutions, delivering network and system integration, managed services, and technology products to Fortune 100 and top global enterprises. With a presence across the United States, Europe, India, Asia Pacific, the Middle East, and Latin America, Black Box serves businesses across financial services, technology, healthcare, retail, public services, and manufacturing.

## Results

The data centre migration was completed ahead of the timeline, achieving zero downtime and 100% functionality on day one. Customer services continued seamlessly throughout the process, preserving the organisation's reliability and reputation for excellence.

The project saved SAR 3–5 million in potential lease costs and delivered a more resilient, scalable infrastructure to support future operations. The success also laid the foundation for continued collaboration, including plans to establish a Business Continuity Planning (BCP) data centre in another Saudi city.