centiq

pets at home

About

Pets at Home are the UK's leading pet care business, providing pet owners with everything they need to be able to look after their pet – from food, toys and bedding, and grooming services, right the way through to first opinion veterinary care and world class specialist veterinary hospitals.

pets at home
pet shop and pet grooming

> **I'd just like to formally acknowledge the sterling work Centiq are doing on the Azure project.**
>
> **They have encountered a few issues over the past weeks which could have set things back on the migration plan, but they have worked very late several times to make sure that we stay on plan.**
>
> **This is not going unnoticed, and it is very much appreciated, their contribution has meant any slippage on the Dev and QA migration has been avoided, ensuring we meet our Prod cutover dates.**
>
> **They are a pleasure to work with and I'm very grateful to have them on the team.**

Melanie Lloyd – Project Manager | Group IT

Challenge

As with many businesses Pets at Home were at an inflection point. End of life hardware in their own data centre and a hard block on support for the version of operating system they were running meant consideration around their SAP landscape was required. Several hosting options were considered and following a POC (proof of concept) with Microsoft Azure and Centiq, Azure was selected as the infrastructure of choice. Centiq were also chosen as the best partner to complete the SAP migration to Azure, spearheading the first workload onto the new platform.

Project

Project kick off involved two workshops with the Pets at Home team. The workshops were used as a discovery tool and ensured Centiq understood where the business was at the time, and what they were looking to achieve.

Recommendations were then made on the best way forward and an outline presented on how Centiq would work with current incumbent partners who supported the existing on-premise solution.

It was agreed a Proof of Concept would be the first step, giving the business a chance to test and gain more of a tangible feel for the Azure platform. This environment was built by Centiq in April 2020, sized for the migration of their production system. Following rigorous testing and some fine tuning of the parameters in Idot processing runs, work on the live environments began in the Summer of 2020.

Centiq provisioned all the Azure services along with HANA and SAP Netweaver application services. Performed a system rename and delivered all the migration activities from the on premises systems to Azure.
Dev and QA systems were migrated in July 2020 with the Production environment going live in August.

Business Benefit

The headline benefit for Pets at Home as a result of this project was the increased stability and resiliency moving SAP onto Azure gave them. They were running SAP on dated infrastructure and the organisation was demanding a more robust and dynamic platform for its business-critical systems.

Pets at Home now have a foundation they feel confident with and which enables the flexibility that any retailer in the current market requires.

SAP Gold Partner

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