

## Avis has 24x7 IT support with Trilogy's Managed IT as a Service

Avis, founded in 1946, operates in over 5,000 locations in 165 countries. It is one of the world's top brands and seen as a true innovator and dedicated to exceptional service within the car hire industry.



### ACHIEVEMENTS

Migrated all on-premises infrastructure and workloads to AWS

Migrated Dynamics NAV to Azure Cloud

Implemented Secure MPLS with Managed Firewall Security Services

Implemented Secure Corporate and Guest Wi-Fi in all locations

Implemented SharePoint, Secure Office 365, OneDrive & Teams

### Challenge

In 2017, Avis Ireland engaged in a strategic partnership with Trilogy to standardise, modernise and futureproof its IT infrastructure and outsource ongoing management and infrastructure security.

Avis issued an RFT to select a partner to provide the technology and advise on future projects. It needed to be a highly secure, process-driven managed service. Trilogy was chosen, providing ITIL aligned and ISO27001 certified service. Thus began the process of modernising the infrastructure with a cloud first philosophy.

### Solution

Trilogy began a process of consolidation across the infrastructure. This included the removal of old infrastructure associated with legacy applications, These applications were migrated to suitable cloud platforms and included Dynamics NAV to Azure, email and file to Office 365 and On-premises Server workloads to Amazon AWS.

Trilogy management agents were then applied to all platforms to enable monitoring, management and usage metrics which are reported via the Trilogy *edge/point* portal. This enables both Avis and Trilogy teams have a 360 view of the entire infrastructure.

### Results

Avis now has outsourced the day to day management of both end user and back end infrastructure. This gives them the ability to focus on core business and processes to drive digital transformation.

### CLIENT PERSPECTIVE

" Our entire IT estate is managed by Trilogy so we don't have to worry. Any time we like, we can view the IT infrastructure activity via the *edge/point* portal. And our data is secure and GDPR compliant which is vital nowadays. "

**Bobby Smith, Head of Digital**

