

Whole Foods Market Migration from on-Premises Lync 2013 to Skype for Business Server 2019 deployed in AWS IaaS



Customer: Whole Foods Market
Industry: Retail
Country: United States
Segment: Large Enterprise
Website: www.wholefoods.com

Customer Profile:

Whole Foods Market (WFM) is a store-front and e-commerce retailer operating worldwide. Whole Foods Market IT leverages AWS IaaS services where possible, in this case to extend the life of their real-time communications solution between all stores, Regional offices and remote end-user requiring VPN connections.

WFM Tech Hosted Services created a Project team including certified AWS architects to deploy Skype for Business Server 2019 as an enterprise service using AWS hosting technologies. The deployments was successful and followed AWS IaaS policies and procedures for VPC and EC2 production implementation.

© 2021, Amazon Web Services, Inc. or its Affiliates



Challenges

- To prolong corporate collaboration solution with security compliance, system component upgrades, costs, and AWS operations.
- Deadline with older F5 hardware load-balancers used for Lync 2013, a security threat and scheduled for decommission.
- Migration of 76K+ Lync Server 2013 accounts to Skype for Business Server 2019 in three months.
- Ensure real-time messaging, conferencing, voice, and video runs successfully in AWS Cloud.
- Replace each system component within its three-month scheduled deadline.



Solution

- AWS virtual resources and networking components to replace all on-premises components required for the legacy Lync system.
- Deployment plan for efficient bulk migration of accounts to AWS Cloud with minimal impact to end-users.
- Deployment of architecture based on maximized resources for: Amazon EC2 Server images, availability zones, separate VPCs segregating internal and external Skype components.
- Additional network security rules, at-rest encryption on server disks, Skype 2019 monitoring and call quality dashboard, and Amazon CloudWatch alarms.
- Implement SQL Server availability groups on the Skype 2019 back end servers for highly available database failover services managing all the system databases.



Results

- WFM Tech Hosted Services team became knowledgeable and self-sufficient on Skype for Business Server 2019 and documented production operations and system reporting services.
- AWS Backbone Network delivers real-time, end-to-end throughput with QoE metrics that measure "Good Call Quality".
 - RoundTrip = > 500
 - PacketLossRate = > 0.1
 - JitterInterArrival = > 30
- WFM connectivity with external business partners has been restored with Federation to only "Allowed" SIP Domains.

"Professional Services partner Oxford consultant was a valuable member of our project core team helping us discover, document, and deliver a solution from on premises to the AWS cloud".

-Kenneth Blankertz, Senior Business Systems Analyst – Productivity Services

