

CASE STUDY

Insight helps DSBJ achieve a seamless transition to new premises and accelerate flexible working



DSBJ is a global technology company that specialises in Electronic Circuit, Photoelectric Display and Precision Manufacturing businesses. It has offices in China, Singapore, and the United States (US).

In 2021, DSBJ relocated its Singapore headquarters to a new location. Amid changes to its business operations and the COVID-19 pandemic, it had become necessary for the company to move to a larger space that could accommodate more flexible work practices.

The Managing Director of DSBJ Singapore approached its trusted IT partner, Insight, to support the move. With operations across three countries, it was crucial for DSBJ that systems and equipment could be transferred without any interruptions to the business.

The challenge

DSBJ engaged Insight to help relocate a large number of servers, desktop computers, laptops, printers, and other IT equipment. Insight was tasked with ensuring that all systems were up and running in the new premises as quickly as possible.



Relocating with efficiency

To ensure a seamless transition, Insight worked with DSBJ for several months before the move, assessing the new office space to ensure it had sufficient power, cooling, and connectivity to support the company's IT infrastructure.

Insight also backed up all critical data before the move to ensure no data was lost during the transfer. A combination of cloud and physical backups was employed to safeguard against potential data loss. Insight oversaw the transport of all IT equipment to the new office, and quickly set up all systems and equipment upon arrival to minimise downtime.

Thanks to proper planning and effective collaboration, DSBJ's move to the new office was seamless. The IT team was able to transfer all data and equipment without any loss or damage, and all systems were up and running within a few hours of arrival. The move was completed on time and on budget, with no negative impact to DSBJ's business operations.

Advice tailored to DSBJ's needs

DSBJ wanted to use the relocation as an opportunity to revamp some of its existing systems. For example, the company was using a Cisco IP Phone system to communicate between offices in different countries and wanted to shift to a soft-phone system instead. It turned to Insight for advice on how to implement this change.

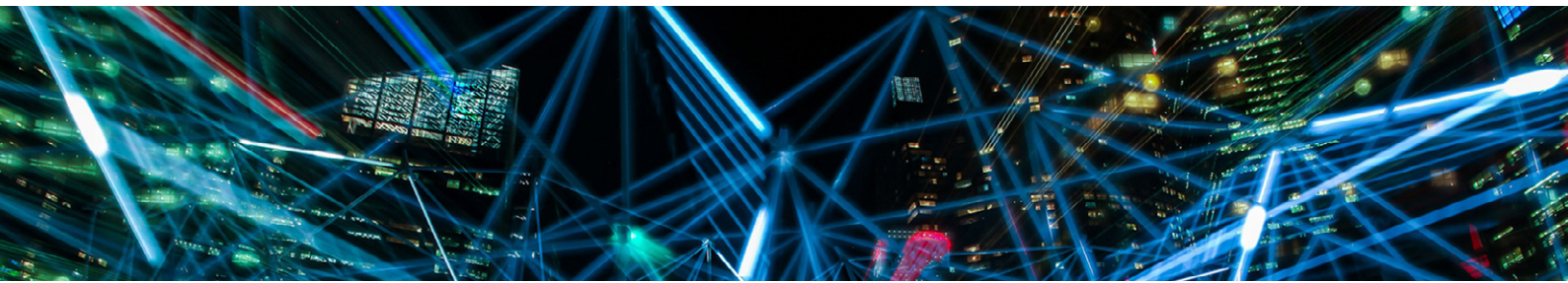
"When DSBJ transitioned to hybrid mode, one of their priorities was to find a way to convert the Cisco IP Phone system to a soft-phone system," explains Rachel Yeo, Account Manager at Insight. "We explored a few pathways for this, met up with a few vendors, and kept finding issues with ensuring the new system's compatibility with the phone systems in the Chinese offices."

Insight ultimately advised against shifting to a soft-phone system and, following a thorough assessment,

found that the Cisco Phone system remained the best option for DSBJ. It recommended a Cisco Voice router upgrade rather than a full conversion to soft-phone system.

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"Technology is not one-size-fits-all. What is newer is not always what is better for a company," explains Yeo. "We considered DSBJ's specific needs and recommended a solution that was the best investment for their requirements."
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The Singapore office is the first to have completed the Cisco Voice router upgrade with Insight's help. The company is now looking to replicate this solution in its US offices to enable seamless communications with headquarters in China.



A hybrid office

Insight was also asked to dismantle, transport, and reconfigure DSBJ'S Cisco Wireless Access Points (APs) in the new office space. The team created a heat map of the office to determine the best locations for the APs to ensure maximum Internet speed. It recommended the addition of two more APs for better connectivity and user experience.

"The new office space is designed very differently to our old one, with lots of new kinds of rooms to shift between depending on whether meetings are in person, virtual, or a combination of both," says the Cybersecurity Technical Senior Manager at DSBJ Singapore.

"With the new configuration of our Cisco APs, we have been able to move between spaces without worrying about losing the network connections. It has made the transition to flexible; hybrid work much easier."

Insight also migrated and updated DSBJ's Palo Alto firewall system, reconfiguring it for the new office to enhance the company's security posture. DSBJ continues to work with and leverage Insight's expertise as it builds its own IT engineering capabilities.

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"We're pleased to have a trusted partner like Insight to support our operations in Singapore. We have been able to achieve a lot with the efficient use of resources and investments, ensuring that our team stays on pace with the global business."
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IT Department, DSBJ Singapore
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