



# Customer Success Story

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## Scaling Success on Demand

How RTT migrated to Azure to  
support Sixty60's rapid growth  
and ensure delivery excellence



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## Customer Challenge

RTT is a leading multi-channel logistics company with over 40 years of expertise in specialist distribution. With a fleet of more than 1,200 vehicles, hundreds of thousands of square feet of warehouse space, and 5,700 employees, RTT supports industries from telecommunications and pharmaceuticals to manufacturing and retail.

In 2019, RTT partnered with major food retailer Checkers to create Sixty60, an innovative grocery delivery app promising delivery within 60 minutes. The onset of the Covid-19 pandemic in 2020 accelerated the need to scale Sixty60's infrastructure rapidly. However, RTT's existing network infrastructure posed a risk of instability, latency, or downtime – challenges that could jeopardise the app's ability to meet its 60-minute promise. RTT needed a solution to ensure faultless performance, no downtime, and room for scalability as demand surged.

## The Solution

### Independent On-Demand Servers

RTT worked with First Technology to isolate the on-demand servers supporting Sixty60, ensuring they ran separately from RTT's core infrastructure.

### Migration to Azure

A "lift and shift" migration to Microsoft Azure created a stable and scalable cloud environment to handle peak demand.

### Trust in Execution

With prior successful projects together, RTT trusted First Technology to manage the critical migration.

**"It was the first cloud 'lift and shift' project of this nature to be executed for RTT, and there have been lessons learned along the way. This included a slight change in course due to unique scaling and autoscaling requirements of the new solutions during the learning phase, but it has just grown better and better over the journey."**

Shashika John, Group  
CIO at RTT

## The Results

### Zero Downtime

Since migrating to Azure, RTT has experienced flawless uptime with no disruptions.

### Improved Performance and Customer Satisfaction

Faster response times have led to enhanced customer satisfaction.

### Future-Proof Infrastructure

RTT plans ongoing feature enhancements, increased scalability, and modernisation to stay ahead of growing demand.