Velocity Managed Services
Simplify Life at The Met

Famed Art Institution Reduces Cost, Alleviates IT Strain to Better Serve 7 Million Visitors Annually

ABOUT THE MET

The Metropolitan Museum of Art was founded on April 13, 1870, “to be located in the City of New York, for the purpose of establishing and maintaining in said city a Museum and library of art, of encouraging and developing the study of the fine arts, and the application of arts to manufacture and practical life, of advancing the general knowledge of kindred subjects, and, to that end, of furnishing popular instruction.

The Met presents over 5,000 years of art from around the world for everyone to experience and enjoy. The Museum lives in three iconic sites in New York City—The Met Fifth Avenue, The Met Breuer, and The Met Cloisters. In fiscal 2017, 7 million visitors walked through its doors.
It is our mission that our collection of over 5,000 years of art be accessible to the public. Velocity’s cloud and application managed services have improved our employee experience and streamlined our back-office IT, helping us to achieve that goal. — Jerry Straus, Senior Manager of the Enterprise Applications Group at the Metropolitan Museum of Art

Business Challenge

What Jerry Strauss and his team accomplish on a daily basis is no short of a work of art. Strauss, Senior Manager of the Enterprise Applications Group at the Metropolitan Museum of Art, must ensure that the Met’s 2,000 employees have seamless access to the Museum’s Kronos application anytime. With a bi-weekly payroll cycle, the team pursued a managed cloud solution to alleviate the strain on IT caused by an increasing demand for functional support, reduce costs, and optimize processes to better serve the business.

A cloud move was also appealing because Strauss was in the process of adopting a new Finance and Human Resources system, while still needing access to critical historical data, in read-only mode, of their Infor Lawson application — as well as ongoing maintenance and monitoring of the software.

Serving the Public

Working with The Met’s in-house team, Velocity’s fully managed application services and hosting solution for Lawson and Kronos applications offered the flexibility to handle varying degrees of load during peak periods as well as a team of experts to support The Met’s user community.

“Our IT team supports the largest art museum in the United States,” says Strauss. “Velocity offers us the application expertise, hosting, and around-the-clock-monitoring for our Lawson and Kronos applications, enabling the museum to meet our compliance obligations and handle timekeeping.”

Before the migration to Velocity, the IT team noticed a degradation in the Kronos application performance while demand for functional support was on the rise. With Velocity as a partner, Strauss’ IT team is bolstered with a global support team to ensure The Met’s Kronos application is scalable and accessible, and The Met’s 2,000 employees have the support they need on an ongoing basis.

The Met also relies on Velocity’s application lifecycle services to maintain Infor Lawson in read-only mode, so they have access to critical information at any time and not have to worry about maintaining the application. This enables IT to focus on its current Finance/HR application to meet current and future business requirements.

Velocity Solution

- Seamless migration to Velocity’s Cloud Application Management Platform™ (VCAMP™)
- Application management and hosting for Kronos and Infor Lawson applications
- 24/7/365 Monitoring, functional and technical support
- Application upgrades, customization support, and professional services if needed
- Long-term cost-effective solution to guarantee access to historical Infor Lawson data

Realized Results

- Zero-disruption, on-time, on-budget cloud migration
- Simplified technical and functional support system for applications
- Met all compliance obligations relating to access to critical data

Technologies in Scope

- Kronos v6.3
- Infor Lawson