

Global professional services firm ensures superior user experience by enabling smooth Windows migration

Reduces business risk and operational complexity with zero downtime and no data loss in transition

About the Client

A global professional services company, the client provides risk management, reinsurance, consultancy, and human resource services. They have more than 500 offices in 70 countries with 65,000 employees.

Goals

ORCHESTRATING SEAMLESS TRANSITION WITH MINIMAL BUSINESS IMPACT

The client wanted to migrate to the latest version of Windows in a seamless manner to modernize the end user workplace environment without affecting business continuity. The project was complex because the client had to manage a diverse end user operating environment across multiple countries, each with a diverse set of policies and standards of operations. Multiple standard operating environments (SOEs), applications resulting from inorganic growth, and the lack of expertise in application compatibility assessment and remediation further compounded the client's management challenges. The client also wanted to facilitate global rollouts with agility.

Microland

ENABLING FLEXIBLE AND AGILE MIGRATION

We proposed an efficient solution for seamless migration, leveraging our deep domain expertise in Windows migration lifecycle services, remote migration factory, and global deployment capabilities.

Scale of Operations

- Over 60,000 desktops and laptops
- Over 5,000 applications
- Over 250 resources
- Multiple business units with diverse requirements
- Over 500 locations
- 70 countries

Figure 1 describes the proprietary tools and processes leveraged in our solution.

Transformation

PROVIDING INTERRUPTION-FREE MIGRATION WITH ROBUST TOOLS AND PROCESSES

Microland's experience in migration projects along with our processes and project management, robust governance, and right toolsets supported by highly-skilled resources ensured the success of the migration project.

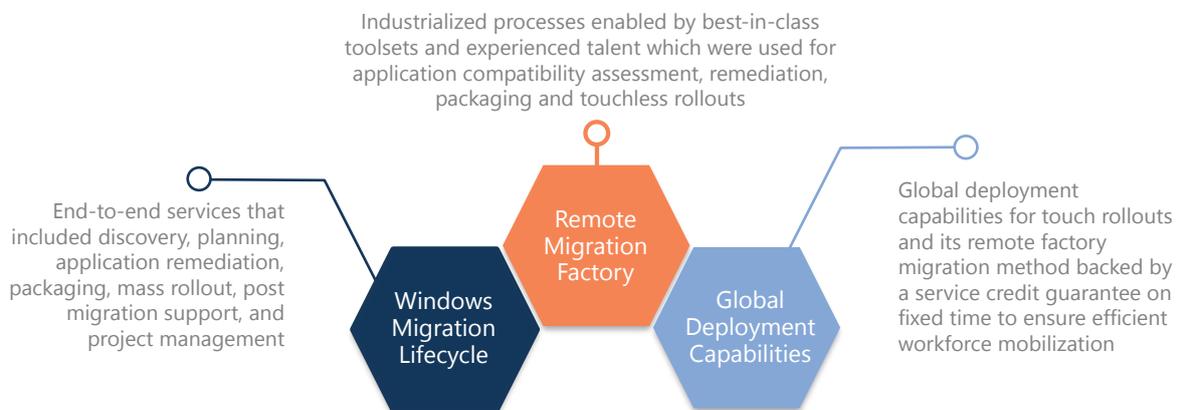


Figure 1: Microland's solution for the migration

The solution steps included:

Project Planning

- a. Established a global command center for project management and governance
- b. Used a project management portal which integrated with core infrastructure such as System Center Configuration Manager (SCCM), App store and Active Directory (AD) to:
 - Collect data from various sources
 - Analyze data
 - Update the status of each computer as well as track checklist-based tasks
- c. Formed a core team for application-readiness, which coordinated with regional and country IT wings, and nominated business users for timely testing and feedback

Migration factory approach

- a. Established an off-shore application packaging factory for application rationalization, tool-based compatibility

assessment, remediation and packaging based on standardized tools and processes

- b. Ensured a consistent migration process across countries, sites, and locations by our partner's migration engineers, by setting up an online migration simulation tool. The tool reflected processes and steps applicable to a region to train each engineer on the migration processes and to conduct assessment at the end of training
- c. Used various methods such as zero touch deployment, light touch deployment, PC clinic, white glow migration (for VIP users) and roll-on buffer methods, based on various business needs

Round-the-clock support

- a. Established off-shore migration support and post-migration user support (level 2) desks with round-the-clock operations

Outcomes

ENHANCED USER EXPERIENCE, OPERATIONS, AND REDUCED COSTS

The client benefits included:



Enhanced user experience

- Enabled transformation to a centralized end user environment across all businesses and 70 countries
- Ensured business continuity by migrating to the new environment with zero defects and zero downtime by training the client's IT operations team



Improved cost-effectiveness

- Reduced deployment costs by 20% with demand-based resourcing

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

