

## Global standard client deployment based on Windows XP

### Background

The client, a leading multinational company, has developed a standard global client workstation architecture based on Windows XP and automated software package deployment using Netinstall.

It is expected that this will reduce the longer term operational costs, as the architecture and the application portfolio are standardized. This is the first deployment of a global standard of this kind in the company. At the onset of this global project, there have been significant delays with the initial release and the credibility was quickly deteriorating with the affiliates.

There are about 60 local rollout project teams and staff of about 600 worldwide directly involved in the project.

### Business objectives

- Migrate at least 80% of about 35'000 workstations globally within one year
- Manage and harmonize the global application portfolio for all the business functional areas
- Minimize end-user disruption during the migration (e.g. for the Sales Force)
- Adhere to the committed project budget and timelines

### Approach / Key Actions taken

- Made initial assessment of the project situation.
- Proposed and implemented improvement measures for the internal, as well as external project communication activities
- Structured the project by regions for the deployment, by functions for the application portfolio, and by technical areas for the project development activities. Established tight and intensive communications with the project core team.
- Identified key activities to be done, in order to meet goals at the end of the year and highlighted risk areas, as well as issues needing management attention and action.
- Regularly disseminated Communiqués to all site rollout project managers worldwide to ensure that the most relevant information reaches them.
- Maximized synergy by providing templates for the sites to use for their documentation.

- Implementation of a web based reporting tool which allowed the local rollout manager to report relevant milestones, achievement, and Cost spent, on a monthly basis, which enabled the project management to consolidate costs and progress reports for the Steering Committee.
- Established a problem reporting process and tool in order to address rollout issues effectively and efficiently

### **Business Benefits**

- Migration was done with minimal business disruption and the end-user satisfaction was very good.
- Exceeded target and migrated 86% of workstations by year end
- Completed project well within the budget.
- Reduced significantly the global application portfolio from more than 10'000 to less than 2'000 applications globally.
- Able to address security issues efficiently due to the global standard client.
- Reduced ca. 10 Mio CHF in operational costs
- Reduced the number of operating systems and client configurations from over 100 to one single standard globally
- Re-established credibility of the Global IT organization with the affiliates, as well as with the business management.

The implementation of this project has improved support efficiency by reducing complexity, has enabled a secure authentication and authorization to IT resources and applications, has provided a common multi-lingual platform that enabled user mobility, and has provided web-enable collaboration tools to improve staff productivity.