

**easyJet’s IT takes off with Avanade**

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| Avanade helps Europe’s largest  air transport network operator  transform its desktop estate | | |
| The view from above easyJet operates Europe’s number-one air transport network, with a leading presence on the continent’s top 100 routes and at its 50 largest airports. easyJet’s goal is to make travel easy and affordable for all.  Set up in 1995 with just two aircraft, easyJet grew quickly, establishing a strong brand built on providing convenient low-cost flights.  Today, it continues to delight customers looking for reliable, wallet-friendly air travel.  Based from its head office at London Luton Airport, the airline now operates over 200 aircraft on more than 600 routes to over 130 destinations across 29 countries in Europe and Northern Africa. In 2012, more than 58 million passengers flew with easyJet.  The airline’s estate of 2,500 laptops and desktops is vital for the smooth running of the company. Many of these devices were shared between easyJet’s 9,000 staff, putting pressure on hardware and resulting in a high number of IT helpdesk calls.  In 2010, easyJet’s chief technology officer Andy Caddy received the results of an internal staff survey. “Our employees told us that the computers and applications they used to do their jobs just weren’t up to the task,” recalls Andy. | “The machines were generally slow, unresponsive and difficult to configure for remote working, which was an increasingly popular and necessary feature, especially for workers travelling on business.”  ***“We needed to totally overhaul our desktop and laptop systems, and Avanade provided a solution that simply works.”  — Andy Caddy  easyJet’s chief technology officer***  If easyJet’s personnel were struggling with IT problems, their ability to quickly and easily complete day-to-day work would also suffer. Andy and his team urgently needed to respond with a complete solution that would get the job done without creating further complications or barriers to productivity.  Steady on approach Andy and the easyJet IT team worked fast, initiating ‘Project Workplace’ to bring easyJet’s IT up to date. Following a five-way tender process, Avanade was chosen as the preferred systems integration partner, alongside two hardware vendors.  “Avanade was on Microsoft’s list of recommended partners,” says Andy, “but we also knew of Avanade’s reputation as an expert Microsoft systems integrator.”  Avanade took charge of the operating system upgrades, migrating easyJet from Windows XP to Windows 7 and ensuring all Microsoft software was working well with new and existing hardware. | Setting a new course Avanade has installed the following Microsoft technologies across easyJet’s 19 European locations:  • Windows 7 Enterprise edition on all laptop and desktop systems.  • Microsoft Office 2010.  • Microsoft Forefront Endpoint network and terminal security.  • Microsoft DirectAccess for employees working on the move.  • Microsoft System Center 2012 Configuration Manager (CM12) – a server-side tool for managing and deploying software and updates across easyJet’s whole Windows estate.  Avanade is also responsible for application outsourcing: an on-going activity that will see Avanade and its Indian offshore development team remotely taking care of all aspects of application provisioning, from software packaging to managing the servers that deliver packages day-in day-out.  Avanade in flight Avanade kicked-off the project with a thorough investigation of easyJet’s business processes and typical working methods.  “It was vital that we understood how different users set about completing their common tasks so we could create a system that worked with them, not against them,” explains Avanade’s client lead, Jacques Meyburgh. |

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| This robust yet sympathetic approach worked well, as Andy Caddy confirms: “Avanade’s work has been a hit with easyJet. Avanade had a team working full-time onsite, meaning we had constant contact and regular progress updates – they were soon considered an integral part of our own IT team.”  “Avanade parachuted in specialists whenever required, demonstrating a broad range of expertise while being totally comfortable working within our own specific easyJet processes and procedures.”  Touchdown  For easyJet employees, the way they work on their laptop and desktop computers has been transformed. Slow loading times and constant errors have been replaced by a smooth and frustration-free experience.  Boot times are now down to less than 30 seconds in many cases, and easyJet is expecting the number of helpdesk calls to drop significantly as users adapt to the new system.  “The great thing about Project Workplace is that it creates the opportunity to log on and be in touch wherever you are in the world,” says easyJet’s director of safety Dave Prior.  “From a user perspective, the system is really very straightforward to use.”  “Because the system is hassle-free and reliable it makes working while on the move easy, and that is a great thing for overall productivity.”  “Changing from one operating system to another is a culture shock for any company, so it was important that we took the time to find out exactly where the pain points were.” | Many easyJet employees – such as airport crew and customer service assistants – use machines that have a direct impact on easyJet’s relationship with its customers. These users can now be confident the technology they’re using won’t let them down.  ***“Our flight crews have 15 minutes before every flight to prepare their flight materials. Avanade has helped us cut boot times to just 30 seconds, and totally eliminated printing problems. As you can imagine, this is very important for pre-flight preparation.”***  ***— Andy Caddy***  ***easyJet’s chief technology officer***  “Project Workplace has transformed the way we do business both internally and externally,” confirms easyJet’s head of digital, James Millett.  “Whether it’s ‘undocking’ and still being connected, remote log-in from a meeting room or seamless access from home, it’s been a hugely successful project that has driven efficiencies across our operation.”  **easyJet now has:**  • A much improved user experience: faster boot times and fewer technical faults.  • More flexible and reliable remote working options, using DirectAccess and Windows 7. This benefits all employees, including the in-house technical support team.  • No more print server failures for flight crews: reliable printing of crucial pre-flight documents.  • The assurance that Avanade’s outsourcing experts are taking care of many important infrastructure systems. | Avanade has even made a difference outside of its official scope of work. “One of the first things Avanade advised us to do was upgrade the Wi-Fi provided in our crew bases,” explains Andy Caddy. “We took their advice and haven’t looked back.”  Through Avanade, easyJet now has an IT infrastructure that allows its employees to be more efficient and productive.  But the real proof of its success is in the reaction from users. A staff survey taken after the new IT infrastructure was deployed showed it to be a real hit with easyJet employees.  “The survey showed that IT was no longer one of the major bugbears among staff,” says Andy.  “In fact, it’s dropped off the list altogether. Now, most of our helpdesk calls are simple ‘how do I do this’ questions instead of ‘this doesn’t work’. That’s the real success.”  “For projects like this, ROI is not measured in dollars and cents,” he continues.  “It’s more about giving our people the tools they need to do their jobs, and ultimately offering the best possible customer service to our passengers.”  ***“Project Workplace has transformed the way we do business both internally and externally.” — James Millett easyJet’s head of digital*** |

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