

# Case Study

## Clariant “Our Workspace”



## CLARIANT

### Strategic Shift to Microsoft®

As part of a strategic shift to a state-of-the-art Microsoft® desktop and business applications, Clariant used Avanade to help upgrade its Lotus® Domino based environment to Windows 7, Office 2010, Exchange 2010, Lync and SharePoint 2010 technology.

### Business Situation

“OurWorkspace” is the program name Clariant designed to prepare its organization for the future by improving employee productivity and collaboration through advanced IT services and technology. It has been an important milestone within the journey of Clariant’s Group IT to move from a service provider to a business enabler.

“OurWorkspace” has been a company-wide introduction of integrating communication and collaboration tools, as well as the upgrading of desktop applications. The program impacts approximately 15,000 users spanning all businesses and functions in over 100 different countries in all continents.

The starting point for “OurWorkspace” was a strategic shift from Clariant’s previously used Lotus® Domino platform to the state-of-the-art Microsoft® desktop and business applications. The program’s main objective was to improve Clariant’s collaboration and communication on a global scale, to increase the transparency of shared data and to modernize outdated desktop and business applications.

In order to plan for a successful implementation in an ambitious timeframe, Clariant requested Avanade and Accenture to support all program phases from planning to configuration and deployment in functional and technical roles, in addition to program communication and change management.

## Solution

The “OurWorkspace” program was structured along the five technologies to be implemented. In addition, the program management, training and communication and regional deployment provided the link between the various streams. This proven approach helped to manage interdependencies and focus the delivery towards the pre-defined timeline and scope.

Special attention was given to third party applications and the compatibility with the new desktop setting, as was proper management of the coexistence phase between both environments.

After internal integration testing, pre-pilots with IT users and with business users were conducted to validate the solution.

These pilots also helped Clariant to better finalize the deployment and support procedures.

In order to support the users with a strong guidance throughout the various changes, the training and communication team developed a well recognizable brand and marketing strategy ensuring that all parts of the project was harmoniously conducted. The regional deployment teams were provided with a compact toolkit of training and communication material in 12 languages to ensure a consistent global deployment while adhering to local needs.

## Results

In just six months key elements for the global roll-out for 15,000 desktops were established, bringing the new collaboration and communication capabilities to all Clariant employees.

Windows 7, Office 2010, Lync, Exchange 2010 and SharePoint 2010 provide a modern, cost attractive and easy to manage IT environment that will accommodate future growth. Thanks to a holistic training and communication approach, the tools and services are widely accepted by the users and the new workspace is understood as one integrated platform: “OurWorkspace”.

The new platform has emerged as the foundation of new business demands and additional future investments in the areas of business and collaboration applications. The envisioned usage of social media at Clariant will further increase user efficiency.

## About Clariant

Clariant is a global leader in the field of specialty chemicals which was formed in 1995 as a spin off from Sandoz. Strong business relationships, commitment to outstanding service and wide-ranging application know-how make Clariant a preferred partner for its customers. Clariant is represented on five continents with over 100 group companies, and employs around 16,200 people. Headquartered in Muttenz near Basel, Switzerland, Clariant has generated sales of over CHF 7.1 billion in 2010. Clariant is organized into 10 business units specialized in colors, surface effects and performance chemicals.

Choosing Avanade as counterpart was the right decision to successfully deliver this program within the ambitious time line. They have sound functional and technical expertise and are well connected across teams. This was very helpful for detecting and solving various important interdependencies.

— **Oliver Luedtke** *Head of IT Infrastructure & Operations, Clariant*

It was impressive to see how well we delivered this complex program against a demanding time line and a significant change effort among our employees. Avanade’s project team was a key ingredient to this success story.

They have proven to be very flexible while focused on our goals, demonstrated deep knowledge on all Microsoft technologies and integrated well with our teams. I’m glad we selected them

— **David Shope** *Head of Global Operations Center and OurWorkspace Program Manager, Clariant*



### About Avanade

Avanade provides business technology services that connect insight, innovation and expertise in Microsoft® technologies to help customers realize results. For more information, visit [www.avanade.com](http://www.avanade.com)

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