

# News Release

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## **easyJet's IT TAKES OFF WITH AVANADE**

*Leading airline refreshes its desktop terminals, leading to happier staff and trouble-free remote working*

LONDON – March 19<sup>th</sup> 2013 - European airline [easyJet](#) today announced that it has partnered with global business technology solutions and managed services provider [Avanade](#) to deploy a full desktop IT transformation project. easyJet has implemented [Microsoft Windows 7](#) desktops for 9,000 of its employees, designed to enhance the user experience and offer more efficient and flexible working. Avanade will also provide on-going application outsourcing to access and manage desktops and laptops remotely.

Avanade was brought in to upgrade the existing Windows XP systems as easyJet's IT infrastructure required modernising to improve speed, responsiveness and reliability.

“easyJet prides itself on its relaxed company culture, and flexible working is a core part of this. Our staff and flight crew need to be able to log on to their computers from anywhere in the world. The previous systems didn't fit this need, and the resulting poor user experience was a problem that came through loud and clear in our annual employee satisfaction survey,” said Andy Caddy, CTO of easyJet. “Without the right tools, our employees can't give the best possible service to our customers – and our IT services team also found itself on the receiving end of too many requests for help.”

Since the new system's implementation, minimal technical faults and faster boot times – which include boot up times of less than 30 seconds in crew rooms – have resulted in a smoother remote working experience and a reduced need for technical support. The new outsourcing deal will also enable easyJet's IT department to more easily manage the desktop and laptop estate remotely, without spending time on maintaining individual machines.

“Technology can make or break an airline,” continued Andy Caddy, “and for a low-cost airline like easyJet, maintaining operational efficiency is just as important as keeping costs down. We were really impressed with the way Avanade was able to offer us counsel, not only on the desktop transformation element but on the wider technology upgrade projects that were running in parallel.”

Mark Corley, CTO at Avanade UK, said: “when the brief first came through we visited a number of easyJet's key airports to get first-hand accounts of the issues staff were facing and how they typically use technology to complete everyday tasks.

“This insight, coupled with our deep expertise and broad range of skills, was a major factor in the success of the project.”

## **About Avanade**

Avanade provides business technology solutions and managed services that connect insight, innovation and expertise in Microsoft® technologies to help customers realize results. Our people have helped thousands of organizations in all industries improve business agility, employee productivity, and customer loyalty. Avanade combines the collective business, technical and industry expertise of its worldwide network of experts with the rigor of an industrialized delivery model to provide high quality solutions using proven and emerging technologies with flexible deployment models—on premises, cloud-based or outsourced. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture LLP and Microsoft Corporation and has 17,000 professionals in more than 20 countries. Additional information can be found at [www.avanade.com](http://www.avanade.com).

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