

**Migrate 20,000
users?
No problem.**



Avanade and Accenture helped
Teliasonera migrate 20,000 PC's to
Windows 7 in an environment with
nearly 2,000 applications

Calling in the experts

TeliaSonera AB, the leading telecoms company in the Nordics, wanted to move its 20,000 employees from Windows XP to new Windows 7 machines. In addition, the company was also using thousands of legacy applications on the ageing XP Operating System (OS).

With Microsoft about to withdraw support for the old operating system, TeliaSonera wanted to migrate to the latest version to; reduce risk, cut maintenance costs and provide its staff with a modern computing environment, including the latest collaboration software.

TeliaSonera was using nearly 1,200 legacy applications, 800 browser applications in addition to 200 drivers, so it couldn't simply replace all its existing PCs with new hardware without first checking that these legacy programs would be compatible with the new Windows 7 OS. TeliaSonera AB couldn't afford to take crucial operational systems out of action while they tested them.

"It was like changing the plumbing while you are still using the water", explains Markku Mononen, VP and IT director at TeliaSonera.

At the same time, the changeover offered a valuable opportunity to consolidate the company's application portfolio with a view to reducing future support and management costs.

The Solution

TeliaSonera worked with Avanade and Accenture to define the scope of the project, to ensure the right approach and budget. This allowed TeliaSonera to build a clear business case and establish a realistic 18-24 month timeframe for the project. The scope included both the application migration and the migration to Windows 7, moving all 20,000 users, including peripheral devices and files to the new machines seamlessly and without fuss.

Avanade and Accenture worked with TeliaSonera's existing systems integrator, who were handling the hardware roll-out, to manage the application and OS migration elements and dependencies.

Migration figures

Avanade's focus was the creation of an 'application factory' to review all of TeliaSonera's applications for compatibility with Windows 7, making a recommendation on upgrading, replacing or deleting each one.

Some were simple and straightforward, others were very complex. In the end, Avanade handled 417 client applications, 520 browser applications, 27 drivers and 125 developer applications.

A further 750 items were consolidated, removed or replaced by similar applications from the approved list.

There were just five specialist applications left for TeliaSonera's in-house IT team to review when Avanade finished the project.

While the applications were being completed, the Accenture team was responsible for planning and executing the migration for 12,000 of the users locally, in the Nordics and in all of their subsidiaries globally. .

"We had very close cooperation with Avanade and Accenture. Avanade's expertise and competence in the Microsoft environment made the 'application factory' concept work so well."

— Markku Mononen, VP and IT Director at TeliaSonera

"The outcome was excellent and the project kept its time line and budget over a three-year program. It's one of the rare IT programs anywhere that has achieved that goal. Avanade and Accenture played a key role in achieving that target."

— Markku Mononen, VP and IT Director at TeliaSonera

Real results

As a result of Avanade and Accenture's efforts, the application migration was completed successfully and on time, allowing the hardware deployment to go ahead as planned.

On this critical and fundamental level, Avanade and Accenture's work allowed a massive hardware and software refresh to go ahead on schedule without damaging the business. The alternative of a burning platform, with high levels of risk, potential delays and added expense – would have left TeliaSonera with a major business continuity problem, as potentially thousands of applications could have failed and the Windows 7 upgrade could have taken much longer to complete.

As Markku Mononen says, *"there was a big risk of delaying the hardware roll-out and disrupting the business."*

In this context, the biggest business benefit was being a trusted expert. Avanade and Accenture provided their proven methodology and technical skills to achieve the results TeliaSonera were looking for.

In addition, the project helped TeliaSonera achieve its business goals in other areas.

- **Reduced support costs.** By consolidating the number of applications – *"the biggest shut down project in our history,"* according to Mononen – the company can reduce its support costs, simplify its software licensing and make future upgrades more manageable.

- **Improved employee productivity.** By upgrading to Windows 7 and the latest version of many applications, TeliaSonera's staff now have modern, more efficient tools which make it easier for them to do their jobs. They also have access to the latest collaboration tools such as Microsoft Lync.
- **A solid foundation for future growth.** With Windows 7 in place and a consolidated, efficient suite of applications, TeliaSonera is now well-placed to take advantage of new technology as it becomes available without having to do a major IT transformation project first.

Overall, Avanade and Accenture played an essential part in an important strategic IT project for TeliaSonera. *"They met our need precisely",* says Mononen, *" they worked very well with our team and went beyond the call of duty to get the job done on time and on budget."*



About Avanade

Avanade provides services built on Microsoft technologies that combine specialist knowledge, expertise and innovation to assist customers in achieving their goals.
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