CASE STUDY
TECHNOLOGY

How do you implement a cloud computing service and migrate 100 applications while integrating existing business and support services?

01 THE CHALLENGE

Our client wanted to move their enterprise applications to a cloudbased model but were daunted by the scale of work (100 applications) and worried about their ability to integrate existing business and support services.

02 THE SOLUTION

We developed a Change Management strategy and a repeatable implementation

approach for the pilot and full rollout.

- We engaged all levels of IT management, business managers and technical experts, including new and existing vendors to manage concerns, people risks, and issues.
- We aligned everyone to a common strategic vision for the transformation program.
- We created a successful Learning & Development program with training materials, interactive eLearning.
- We delivered an internal change capability, and ensured existing support services had ownership of new cloud processes.
- We helped the IT improve infrastructure provisioning times using the Cloud ecosystem Hub.
- We developed and implemented communications to address cloud issues regarding data security, APRA compliance, application performance, data governance, disaster recovery, end user impacts.

03 THE RESULT

As a result of our change strategy and implementation approach our

client achieved:

- 100% uptake in the new Cloud computing offering
- Annual operating cost reductions of over $10 million
- Application provisioning times reduced from 10 weeks to 3 hours.
- Customer satisfaction score improvements 7 basis points within 12 months