



CASE STUDY

TECHNOLOGY

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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 cloud-based model but were daunted by the scale of work (100 applications) and worried about their ability to integrate existing business and support services.

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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.

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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.