



AppTracker

EXPERTISE FROM EXPERIENCE

Building a better future for Balfour Beatty

Leading international infrastructure group save £640k and 3 months in time on their desktop transformation programme thanks to AppTracker

Company Overview

Balfour Beatty are an international infrastructure organisation whose primary focus is to create the vital assets that enable societies and economies to grow: road and rail; airports, seaports, tunnels and bridges; health and education facilities; heat, light, power and water; places to live and places to work - the infrastructure that underpins all our lives and drives progress. From their beginnings in 1909 they have grown to become an international business operating in emerging and mature economies alike. Balfour Beatty employ 36,000 staff throughout the world.

Risk Mitigation

With support of Windows XP due to expire in 2014 Balfour Beatty embarked on a desktop transformation project to migrate their estate to Windows 7. Approximately 11,000 of the

employees in 550 offices relied on PCs to run the business, so it was imperative that tooling could handle the complexities of such an organisation.

Planning

Faced with the task of preparing 1,100 applications for migration Balfour Beatty want to focus on the getting the right applications ready in the best order for the business.

Application Workflow

The application readiness effort for the applications required multiple teams to collaborate seamlessly and communicate with the business. The applications needed to be assessed for suitability for the new operating system, repackaged, checked for quality, run through user acceptance testing (UAT) then finally added to the deployment tool ready for migration day.

Customer profile:

Balfour Beatty

Type:	PLC
Founded:	1909
Industry:	Infrastructure
Headquarters:	London, UK
Employees:	36,000 (2015)
Revenue:	£8.4b (2014)

Challenge

Balfour Beatty were planning a large scale desktop transformation programme to take their estate from Windows XP to Windows 7. 11,000 users, 1,100 applications and 500 locations need to be managed closely to ensure success.

Solution

AppTracker Cloud was chosen by Balfour Beatty because of its extensive functionality and highly customisable design. The User Migration module was chosen to provide management of users and their relationships with applications throughout the programme.

Benefits

- Saved £640k by accelerating deployment schedule
- Shortened migration programme by 3 months
- Delivered more than 100% ROI within 3 months
- Increased stakeholders confidence through “single pane of glass” view of migration status

“AppTracker has been pivotal to the success of the programme”

Chris Dunne, Deployment Programme Manager, Balfour Beatty

Readiness Reporting

Having such a vast number of users spread over a large number of offices meant that context-aware readiness reporting was essential for the programme to succeed.

Migration Scheduling

To facilitate a smooth migration for each of the 11,000 users tooling would need to provide user scheduling.

The solution: AppTracker Cloud

AppTracker Cloud was selected by Balfour Beatty due to its extensive feature set and its highly customisable design. Having a fully hosted solution meant no overheads for maintaining on-premises infrastructure and a highly available solution accessible from anywhere with internet connectivity and a web browser.

Optimised Planning

For AppTracker to be able to optimise the application workstream it uses a concept of joined-up-thinking. The tool was configured to take data feeds from existing business systems (Active Directory, HR system, Property Services database) to build a model of the organisation. AppTracker also needed to know which users required which applications. Balfour opted for the customisable “User Surveys” to present each user with a web-based form where application requirements could be filled in and submitted back to the central AppTracker knowledgebase.

With the data collection complete the optimised planning could begin.

The “AppTracker Application Prioritisation” (AAP) report analyses the users and applications and provides a weekly plan showing exactly which applications to focus on. Balfour Beatty discovered that this report alone allowed them to bring the deployment phase of the programme forward by 3 months.

Application Workflow

Balfour Beatty found that AppTracker’s web-based collaborative workflow sped up application readiness by approximately 20%. This resulted in a saving of approximately 100 person-days over the 1,100 applications.

Readiness Reporting

As Balfour Beatty progressed through the application readiness process they were able to view the readiness status of each office and each department. This allowed further refinements of the application workstream where completing just one or two additional applications would turn an office “green” and thus be ready to migrate.

Migration Scheduling

Balfour formed a team of deployment engineers to travel to each office and manage the user migrations. Migration session slots were created in AppTracker, then users were added to slots as their application readiness hit 100%. “Deployment sheets” for each user were then printed from AppTracker to ensure all the requirements on the day were met.

Integration

It was important to be able to automate the deployment of applications from AppTracker to further increase the Return On Investment (ROI). “Custom actions” were added to AppTracker to facilitate the automated installation of applications on end-user’s machines.

Savings of £640k and 3 months

Balfour Beatty saved a total of £640k and 3 months in time by using AppTracker Cloud. The solution allowed the programme to be undertaken with a team of 20 rather than 25 which resulted in such vast savings. A time saving of 3 months was possible due to the AAP report allowing the deployment phase to begin three months earlier.

About Mitamirri

Mitamirri Ltd are a UK organisation focused on providing businesses with solutions and services they trust and value. For more information visit www.apptracker.co.uk

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