



## Success Story

# LEADING PHARMACEUTICALS & HEALTHCARE COMPANY

## Seamless Deployment of Microsoft Office 365 Business Intelligence Tools

### CLIENT PROFILE

Worldwide health care company developing medical devices, pharmaceutical and consumer packaged goods.

### CLIENT CHALLENGES

The client wanted to improve enterprise collaboration and was looking for a solution that provides true universal mobility, offering their employees anywhere access to office documents for viewing and editing on the go. They were looking for seamless migration of their existing suite of on-premises services that included Microsoft Outlook 2010 business applications to all new Microsoft Office 365 web-based applications.

### SOLUTION

We helped the client in successful execution of Office 365 worldwide deployment. Serving as Scrum Master, we progressively facilitated collaboration and elaborated Scrum sessions, ensuring timely delivery of Sprints across regions (NA/EMEA/LA/ASPAC). We implemented a hybrid methodology, combining both Waterfall and Agile approaches to replace old (on premise) MS office suite with Office 365 (cloud based) application.

### BENEFITS FOR THE CLIENT



Desktop migration  
**170,000 +**  
users



Email migration  
**86,000 +**  
users



Applications updated  
**4,200**



SharePoint migration  
**5**  
global regions

## THE SITUATION

As one of the world's largest health care company developing medical devices, pharmaceutical and consumer packaged goods, our Client, wanted to maximize and extend care for patients. They were striving to stay modern, secure and compliant with healthcare standards. They wanted to explore new collaboration technologies to positively influence patient health and safety. They were seeking an optimized, market competitive communications platform to improve collaboration and deliver anytime, anywhere mobility. They wanted a solution that would provide their employees anywhere access to office documents for viewing and editing on the go. They required cloud-based communication tools ranging from email to SharePoint that would allow them to create, edit and share PC/Mac, iPhone, Android, or Windows device with anyone/anywhere in real time.

Thus, the Client decided to migrate their existing suite of on-premises services that included Microsoft Outlook 2010 business applications to all new Microsoft Office 365 web-based applications. Also, to enhance cost savings, the client wanted to tailor Office 365 licenses to meet the requirements of multiple functional organizations' locations and purposes (office, manufacture, labs, supply chain, sales, marketing, IT, etc.).

To successfully execute and deploy new Office 365, they were looking for a migration partner who would minimize the risk and downtime. Our experts helped the Client, seamlessly deploy Microsoft Office 365 business intelligence tools. Despite the host of considerations that we had to bear in mind while migrating to Office 365, the move was completed within the stated budget utilizing a tailored licensing strategy, resource and time involving 170,000 users, additional email migration of 86,000 users, and across 5 global regions.

## TECH MAHINDRA'S METHODOLOGY AND SOLUTION

Having established a solid understanding of client's legacy intranet configuration and usage, we decided to deploy an integrated global governance/ scrum process, utilizing a hybrid methodology combining both Waterfall and Agile implementation approaches, becoming a forerunning in this innovative methodology.

### Governance Process

We developed a Governance process utilizing Program Management methodology that helped to finalize end-to-end:

- » Enterprise Core Team with members representing all GOCs
- » Policies, tools and methodologies
- » Evaluation, Direction, Monitoring and Report performance
- » Identification and finalization of functional group requirements
- » Enterprise wide licensing of Office 365 globally
- » Implementation of hybrid methodology combining waterfall and agile
- » Determination of Key Performance Indicators

### Global Process

We developed a Global process that helped to finalize end-to-end Release Backlog and Sprints:

- » Provided Enterprise Scrum Team with members representing all Group Operating Companies
- » Defined current status and going forward plan
- » Local/Regional Scrum Teams identified, collaborated, elaborated and concluded on their Core Team Release Backlog

**WHAT ARE YOUR CHALLENGES?  
LET'S WORK TOGETHER TO SOLVE THEM!**

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