Microsoft

Modernizing IT to enable the Digital Workplace

A new world of work

It seems like everybody is talking about digital transformation these days. In fact, a recent Gartner survey reveals that **42 percent of CEOs say that digital transformation is at the core of their business**. It's easy to think we know what digital transformation is: using technology for better business outcomes. And that's true, but it's more than that. Digital transformation is a way to address real challenges businesses are facing in a new world of work, challenges that keep them from innovating and capitalizing on new business opportunities quickly. Consider the following facts:

80% of workers spend a portion of their time working outside the office

38% of Millennials believe outdated collaboration tools hinder innovation

The average cost of a data breach is $3.6M

75-80% of IT budgets today are devoted to business as usual

CEOs want to change the way their business interacts with customers, optimizes operations, and innovates products. But they can't make this shift alone, and they can't do it without addressing these types of challenges inside the organization first. To truly transform, they need a Modern IT organization to help them enable a digital workplace that empowers employees and helps innovation thrive.

http://news.gallup.com/poll/168794/workers-upside-staying-connected-work.aspx

https://www.forbes.com/sites/danschawbel/2013/12/16/10-ways-millennials-are-creating-the-future-of-work/#693fcf723105

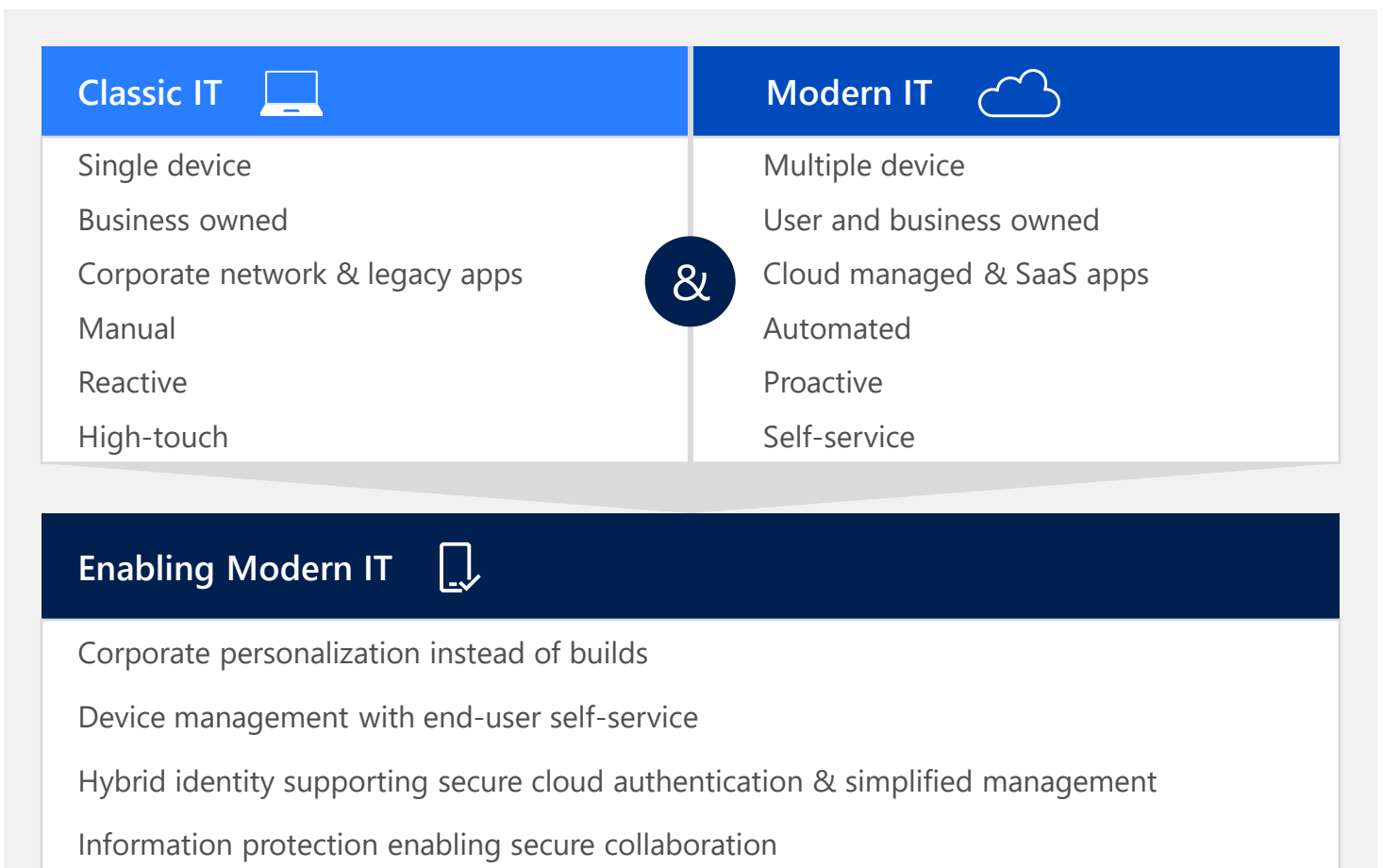https://www.ponemon.org/library/2017-cost-of-data-breach-study-united-states

http://www.thecsuite.co.uk/cio/strategy-cio/cio-and-innovation-more-than-just-keeping-the-lights-on/

Classic IT: Enabling technology

For decades, IT has been the trusted technology advisor to the business, helping it by procuring, implementing, and managing technology—phone systems, email servers, desktops and laptops, and software. They've owned the technology environment and, most importantly, kept everything up and running—and secure. Increasingly, as workforces become more diverse and mobile, business leaders are asking IT to adopt cloud solutions to help their teams become agile, collaborative, and innovative. In many cases all a business leader must do is subscribe to a cloud solution—which means no waiting for IT to procure and spin up new servers or update the desktop OS to run modern software.

Today, IT is often instrumental in driving organizations move to the cloud as part of a larger digital transformation effort. Managing enterprise-wide cloud solutions for email, collaboration, and information management that integrate with other cloud-based business solutions running on multiple devices—while ensuring end-to-end security—represents a significant shift for IT's role in managing technology, moving from Classic IT to a Modern IT model.

Classic IT	Modern IT
Single device	Multiple device
Business owned	User and business owned
Corporate network & legacy apps	Cloud managed & SaaS apps
Manual	Automated
Reactive	Proactive
High-touch	Self-service

Enabling Modern IT

Corporate personalization instead of builds

Device management with end-user self-service

Hybrid identity supporting secure cloud authentication & simplified management

Information protection enabling secure collaboration

Modern IT: Enabling innovation

Modern IT is about providing the technology infrastructure to enable digital transformation and reimagining IT as a strategic partner that keeps people at the center and works alongside business leaders to create new strategic initiatives. **Today, 58 percent of CEOs rank business growth as their number-one priority.*** This focus on strategic growth powered by digital transformation means that rather than managing hardware and software, IT must consider how to provide tools and services in a way that most enables employees to innovate.

In a recent Gartner survey, 95 percent of more than 3,000 CIOs asked said they expect their roles to change due to digital transformation, shifting their focus to innovation and other executive elements including revenue growth, business margins, and business strategy.**

**https://www.gartner.com/newsroom/id/3810968

*https://www.gartner.com/smarterwithgartner/cios-need-to-help-scale-the-digital-business/

Transforming the workplace culture through technology

A Modern IT organization adds value by strategically partnering with the business to determine the best digital solutions to adopt and then integrating those solutions into the IT environment while ensuring their security. They can partner with business leaders to transform the workplace culture, enabling an organization to grow in new ways by looking for opportunities to:

Support multiple device platforms and enable employees access cloud-based business apps either from their personal or corporate-issued devices in a secure way

Automate processes such as pre-configuring new devices, enrolling devices in MDM services, or configuring device groups based on user roles

Create more self-service solutions such as self-service enrollment of mobile devices to enable employees to access the apps they need and work the way they want

Customize cloud-based solutions to business needs using APIs and developing analytics to identify opportunities to improve IT operational effectiveness

Implement a simplified user experience by enabling single sign-on (SSO) and creating user profiles that provide all the tools employees need to be productive at their jobs

Ensure anytime, anyplace access to information and tools to support flexible work styles and provide the right level of service for the right context

Increase operational effectiveness by using data analytics to uncover inefficiencies across the organization, determine gaps in security and compliance, or anticipate device issues

At Microsoft, IT transformed itself into the Core Services Engineering team, leaving the legacy name—and legacy ideas about IT—behind.

" We have a much more strategic role now. In the past, decisions were made at the business level, and we determined how to implement those decisions. Today we are leading the way and defining the vision for what we need to empower employees and provide the best user experience to enable productivity and innovation to grow the business. "

Natalie D'Hers, *General Manager of the End User Services Engineering Team*

Preparing the workplace for tomorrow

By becoming **a strategic partner** today, IT can help bring together people, processes, and technology to create a digital workplace that enables continued growth and innovation. That means thinking in concrete ways about the future of employee productivity and adopting emerging technologies that can help make that future a reality:

Select tools that help bring people together and enable them to collaborate in better ways, both in-person and remotely.

Think beyond support for laptops and mobile phones—IoT and wearable technologies are already enabling assistive intelligence by providing real-time data to drive better decisions.

Enable teams to bring information together in new ways and tell better stories using mixed reality, live data, and interactive content to support innovative business initiatives.

Extend the modern workplace beyond the office walls using tools that enable augmented conversations, adaptive environments, and secure mobility.

MARS

With 400 locations in 78 countries and more than 80,000 employees, **MARS** wanted to avoid the cost and time of upgrading operating systems repeatedly. To drive the right digital behaviors across the global organization it adopted a nimble, easy-to-use, self-service, always-current technology environment. With a large mobile workforce, MARS also wanted to increase executive and field mobility. Having a single, unified platform makes devices easy to deploy, manage, and secure. Working with Microsoft Enterprise Services to implement the platform solution, MARS achieved levels of deployment that were two times higher than it was expecting in the beginning. Today it has 80,000 desktops already running Microsoft 365.

Modern Workplace enables the cultural and technology changes needed to empower your employees. It puts employee experience at the heart of the digital transformation. It empowers employees to work with diverse and distributed collaborators, across geographic and organizational boundaries. It re-invigorates organizations by providing a rich set of data tools and analytics to optimize knowledge workers, gain real-time, actionable insights, and make data driven decisions.

" Rather than tying up investment and time to just get through the next product release, we can focus on enhancing key aspects of our culture like mutuality at a digital level, across divisions, borders and time zones – so we can preserve what is special about MARS and help our Associates be more productive and agile. "

— Jonathan Chong, Director
Digital Workplace and Corporate Systems
MARS, Incorporated

Coca-Cola embarked on a cloud transformation and workspace modernization initiative with the goals to update its identity architecture and rework how it deploys and manages apps that employees need to do their jobs. A modern IT infrastructure capable of supporting Coca-Cola expanding business was critical. Acquisitions and organic growth meant that its infrastructure was a patchwork of inherited technologies. The company moved 25,000 employees to cloud platforms enabling better user collaboration while simplifying management complexity. The company had several apps that were still business critical but had not been adapted to support modern authentication protocols. It selected Microsoft Premier Services to help it set up Azure AD identities and develop an "application factory" model that would allow applications to be integrated with Azure Active Directory using a variety of techniques. That way, employees can securely download and access the apps they need on any device from anywhere.

> " Microsoft Premier Support Services' contribution to achieving our objective was vital, and Microsoft overall is an important and valuable business partner. We gained insight into road maps, help with the architecture, and quite importantly, detailed knowledge sharing. This collaboration adds real value every day and the knowledge sharing is vital for advisory and reactive services. "
>
> *— Nassos Stylianos,*
> *Mobility and Collaboration Technology Architect,*
> *Coca-Cola HBC*

Crystal Group, a large clothing manufacturer in Hong Kong, wanted to provide a simple, agile, and secure mobile computing environment for employees to help the company increase innovation. Crystal Group modernized its workplace and embraced mobility to meet the challenges of accelerated sales cycles and complicated orders from global customers. Working with Microsoft Enterprise Services, the company implemented stronger protection to safeguard customer information and corporate data against the most sophisticated attacks. It adopted Windows 10 Enterprise and Microsoft Cloud Services, which it plans to integrate with its SAP solution to develop custom, fashion-forward apps built on the universal Windows 10 platform to expedite its entire sales cycle. These solutions are enabling Crystal Group to digitally transform its processes to help modernize its workforce and to become more agile with the realities of fast fashion.

" Having [Microsoft Enterprise Services'] deep technical knowledge from the first day enabled us to work quickly and gain a deep integration of on-premises and cloud technologies. Our Microsoft solutions worked tightly together from day one, saving almost 100 days, which saves more than 70 percent of our project time while providing us with higher security. "

— Carol Tai, Senior Manager, Infrastructure and Operations and Support of Information Services Department, Crystal Group

Most known for building elevators, **thyssenkrupp** also builds custom chair lifts for individual homes. The company's field technicians travel to customer homes to measure staircases for a custom fit. thyssenkrupp worked with Microsoft Enterprise Services to find a way to use Microsoft HoloLens devices and Microsoft Cloud Services to measure stairs and create custom diagrams faster to help improve customer experience. Now field technicians can use a HoloLens app with a digital measuring device to capture measurements, which are transported to the customer database and accounting systems in real time and then forwarded to the manufacturing site immediately to start production. This helps thyssenkrupp build chair lifts almost four times faster than it could previously. Field techs can also show customers a diagram of their custom solution so they understand how it will look in their home.

> With the Azure Cloud, we are actually able to transport all the data gathered by the HoloLens to our customer database and our accounting systems in real time and forward it to our manufacturing site where we start production. That is a completely new use. Delivering a product with HoloLens, we could become up to four times faster.
>
> — *Simon Feismann,*
> *Head of Product Lifecycle Management,*
> *thyssenkrupp Access Solutions*

Why Modern IT now?

"I'm worried about security threats and managing the risk to my business."	"My employees need to be productive on every device they use."	"Costs aren't going down, and we need to do more with less."	"We need to capitalize on new business opportunities quickly."
200+ DAYS Median # of days attackers are present before detection	**80% OF WORKERS** spend a portion of their time working outside the office	**IT BUDGETS ARE FLAT** and playing a do-over in 2017	**41% OF CEOS** Expect digital revenue to double over the next 5 years
$3.5M Average cost of data breach (15% YoY increase)	**38% OF MILLENNIALS** feel outdated collaboration tools hinder innovation	**75-80% OF IT BUDGETS** are devoted to business as usual, a barrier to innovation	**47% OF EXISTING REVENUE** considered to be under threat in the next 5 years

Modern IT Strategy:
Microsoft Enterprise Services Can Help

Microsoft Enterprise Services is ready to help you meet your Modern IT goals in three ways:


Plan for your Modern IT journey

Build a case for Modern IT by imagining employee experiences based on higher productivity, better experiences for remote employees and getting the right apps to the right people quickly.

Establish Modern IT for device management and lifecycle

Establish cloud-based device management and lifecycle by showing clear benefits from lower infrastructure and software costs, better access to apps for employees, and higher responsiveness to emerging threats.
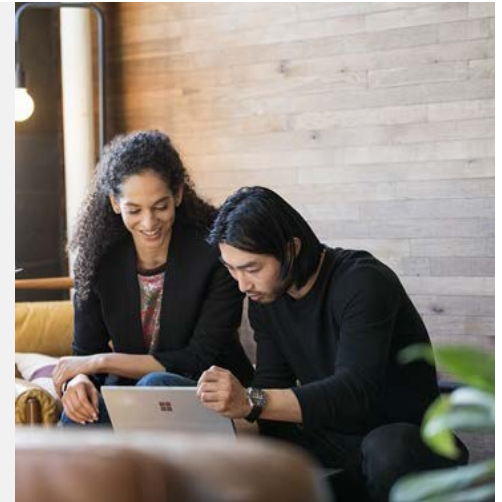
Leverage guidance from experts

Use enterprise architects from Microsoft Enterprise Services to help you build your roadmap to a Modern Workplace including productivity, flexible access and device support, compliance, and security.

Microsoft Enterprise Services can partner with you and help you to transform your business at your own pace. You can take advantage of the cloud at your own pace and manage risk in a smart way.

First step in your journey to transform your workplace and empower your employees through technology

Our **Modern IT Strategy and Planning Workshop** helps you to create an IT modernization roadmap that aligns with your business needs, and walks you through how to think about building an environment to provide more self-service elements for employees, how to support flexible work styles, and how to ensure the overall experience is simple and easy for employees to use.

Workshop

Mapping business priorities to transformational plan.

Change management:
- People (IT Professional and End-user) to adopt changes.
- IT embraces new technology.

Prioritization of IT service changes & key dependency factors.

Microsoft's transformational best practices.

Deliverables

High level program plan aligned to business objectives.

Budgetary Estimate for the program.

Future IT Capabilities Defined.

IT Services Management and Change Management considerations identified.

Outcomes

Boost employee productivity.

Leverage Modern IT enabling new innovation.

Protect digital assets.

Reduce IT complexity.

Reduce costs.

Delivering business value

Modern IT Strategy:
Microsoft Enterprise Services Can Help

Continued

Modern IT is the cornerstone of the Digital Workplace, and our **Digital Workplace Ideation Workshop** helps you determine the vision for your own digital workplace by aligning business needs, employee user experience requirements with modern solutions.

Digital Workplace solutions from **Microsoft Enterprise Services** engage employees through intuitive line-of-business experiences that leverage Microsoft 365 collaboration services, real-time analytics, and mobility. These solutions enable the cultural and technology changes needed to connect the organization to innovate–securely and across boundaries. These engagements support the needs of line-of-business leaders in Communications, HR, R&D, Product Management, Legal, and Customer Service.

Business benefits include a more engaged and productive workforce, improved innovation, secure mobile collaboration, and improved customer support and satisfaction.

Modern IT Strategy:
Microsoft Enterprise Services Can Help

Continued

Why managing the people side of change is important for IT

Moving to the cloud requires a change in the way IT operates and manages key infrastructure services. Getting everyone to adopt and embrace this change can be a crippling barrier to realizing the value of your technology investment. When you prioritize the people side of change, you can dramatically impact digital transformation ambitions and help drive business outcomes.

For an IT organization in need of improving technology initiative adoption, **Microsoft Adoption Services** lead an organization and its employees through a well-planned and well-managed process for change.

How to choose the right support to drive your business

Organizations seeking to maximize the benefits of their IT infrastructure can pair with **Microsoft Support Services** to enable and get the best out of their digital workplace. Microsoft Support Services' customer-inspired, single support experience gives you access to services that optimize availability, security, and performance, and take advantage of relevant, on-demand training resources to make your IT staff even more effective.

Microsoft Enterprise Services
empowers organizations to
achieve by accelerating the
value imagined and realized
from their digital experiences.

Imagine.
Realize.
Experience.

microsoft.com/services