

The world's first fully cloud-based Windows 10 apps readiness solution

CASE STUDY

Delivering a global self service application testing and remediation service

The Requirement



- The customer is the second largest professional services firm in the world with more than 223,000 people in 743 offices across 157 countries
- 240,000+ endpoints to be migrated to Microsoft Windows 10 by 2019
- Roll out a global centralized IT service to 160 member firms
- Apptimized engaged to stand up a global centralized application testing and remediation service
 - to ensure compliance of up to 5,000 line of business applications against corporate standards
 - to ensure compatibility of all line of business applications with Microsoft Windows 10
 - to remediate applications that are not compliant or compatible with Windows 10
 - to monitor Operating System components for updates
 - to provide a Business As Usual service alongside the Windows 10 project

The Challenge



- ✓ To ensure a smooth migration to Windows 10, all line-of-business applications need to deploy, install and function as needed on Windows 10
- ✓ The customer had a mixed estate, packaged by various suppliers to various standards, which needed to be tested and remediated to ensure consistency of quality and adherence to standards
- ✓ The customer did not have a clear view of volumes and was unable to accurately forecast volumes or throughput requirements
- ✓ The customer needed a cost-effective, quick and scalable way of delivering an application testing and remediation service to their member firms globally without incurring unnecessary cost and risk
- ✓ Using a traditional resource-based approach was seen as expensive and financially risky
- ✓ The customer wanted the processes stood up for the Windows 10 migration to remain in place to support Business As Usual

The Opportunity



To reduce costs while providing an improved service

To utilize industry-leading technology and process

To provide a consistent, high quality, scalable service to 157 member firms globally by moving from a variable cost, inherently limited resource-based service to a cloud-based SAAS offering

To remove a potential bottleneck in a highly aggressive Windows 10 rollout project by implementing a scalable self service capability without incurring significant upfront CAPEX

To put in place a service and process that will be left behind to support the customer with Windows 10 branching in Business As Usual

To rationalize multiple suppliers and agreements to a single agreement with a single global supplier

The Solution



- Apptimized engaged to provide a global application testing and remediation service until 2020.
- The service is fully cloud-based, accessed via a web-based portal giving all member firms globally an identical user experience, quality of service and delivery times
- The service scales to meet customer demands with no need for any upfront volume or throughput commitment
- The service has been fully configured to meet the customer's technical and service requirements
- The service is offered on a Pay-As-You-Go basis. The customer only pays for what they use, when they use it
- The customer has invested zero budget in specialist resource, dedicated hardware or expensive non-core software licensing

The Service



- Global service delivered via the cloud
- Self-service capability – minimal central overhead required
- Rapid implementation – new businesses on-boarded same day
- Configured to deliver to a single set of standards globally
- Single global contract and price list
- QA, remediation, packaging and OS component monitoring
- Supports Business-As-Usual in parallel with Windows 10 migration, packaging for Windows 7 and 8
- Five day delivery SLA covering all applications
- Pure Pay-As-You-Go, no hardware or software fees



The Process



Customer notifies Apptimized when a new member firm requires the service



A project is created in Apptimized sameday, configured to the global customer standards



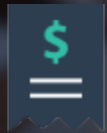
The customer assigns member firm users to the project and sends instructions



Member firms raise requests as and when they have a requirement



Real time project reporting, metrics and apps status available in Apptimized



A single itemized invoice is raised monthly for applications processed that month. This is recharged internally.



Apptimized completes requests to centrally agreed standards within a standard 5-day SLA



The service combines industry-leading automation, an in-house application factory and a network of packaging engineers to provide scalability



The Benefits



- ✓ The customer is realizing OPEX savings estimated to be in the region of £100,000 per member firm on average compared to the traditional resource based model
- ✓ The customer has had to make zero CAPEX investment standing up the service
- ✓ The customer only pays for what they use, when they use it. Zero risk. Zero waste.
- ✓ The cloud-based, self service approach means minimal operational input is required from the central team
- ✓ Customer member firms are receiving a consistent level and quality of service globally
- ✓ The customer is able enforce application standardization globally, eradicating duplication and wasted spend as well as making their estate easier to manage and support
- ✓ The customer has one accountable supplier

How have the savings been realized?



Moving from a variable cost base to a Pay-As-You-Go SAAS approach



Removing the need to procure and maintain any hardware or software



Eradicating the requirement for any CAPEX expenditure



Removing reliance on expensive specialist resource



Scale instantly to meet fluctuating demand without risk



Increased process efficiencies through industry-leading automation

“We have set out to implement next generation IT across our business, Apptimized is the only supplier in their space who aligns to that aspiration.”

Head of End User Experience

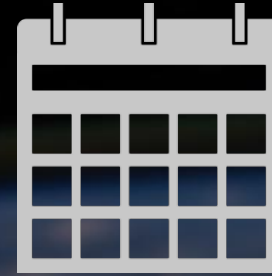
What is Apptimized?

- Apptimized is a unique cloud-based applications readiness service offering enterprises the only pure PAYG, SAAS alternative to the traditional resource-based approach to testing and remediating applications
- Apptimized provides a secure, high quality, high speed, cost-effective, zero risk service with no hardware, software or resource costs
- By migrating to Apptimized the average large enterprise will save at least 50% of the applications readiness costs associated with a migration to Windows 10
- Apptimized supports 'Evergreen IT' by removing the cost and process barriers to keeping packaged desktop applications up to date
- Apptimized is a wholly-owned subsidiary of Revacom GMBH, an application packaging and management specialist founded in 2003

About Apptimized



Global presence



Wholly owned
subsidiary of Revacom
GMBH founded 2003



250 customers in
all sectors



Scale. 10,000 application
packages per year



Innovation. Industry's first
cloud-based packaging
tool created 2013



Pioneers in packaging
automation & AI



100 staff

www.apptimized.com



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APPLICATION PACKAGING

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