TRANSFORMING THE FINANCIAL LANDSCAPE

UK's Largest Retail Banks Relies on ManagementStudio to Streamline Business

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Overview

This financial institution has had ManagementStudio embedded into its infrastructure for over ten years. From the first installation of AppTracker to aid its Windows 7 migration involving a staggering 120,000 devices, ManagementStudio continues to be a component of the bank's mission critical, enterprise software portfolio.

Most recently, the bank utilised ManagementStudio to migrate 20,000 users from Citrix to Microsoft AVD. However, utilising ManagementStudio's discovery feature, 6,000 desktops were identified as not being used, thus requiring only 14,000 desktops to be migrated. Alongside the savings achieved by reducing AVD licenses by 6,000, ManagementStudio also enabled the migration team to shave nine months off the project timeframe. The cost savings that ManagementStudio has delivered in labour-hours alone are estimated at over £160,000.

Living the Business Transformation as a Process

ManagementStudio came into its own when the bank was entrusted with the M365 migration efforts. This ground-breaking programme, one of the first to roll out the Microsoft Managed Desktop (MMD) globally, encompassed many large projects; including Windows 10 migrations, branch migrations, virtual migrations to Azure, Exchange migrations, and OneDrive migrations. To efficiently handle this, the team integrated their existing scripts into ManagementStudio, allowing them to streamline their communication and improve data tracking.

As the programme manager cited, "That's when the exciting stuff happened. When Microsoft came in, they actually said, "If you can migrate the bank, then you'd be able to migrate anything globally". Ours is such a complicated environment as it's made up of a number of different financial institutions."

The introduction of automated communications, particularly multi-surveys, became a game-changer for the bank. The multi-survey feature facilitated seamless management of multiple projects. These surveys, a crucial part of the project, provided valuable data, which ManagementStudio helped analyse effectively.

The Automation Revolution

ManagementStudio brought a significant shift by reducing manual processes within the bank. From sending data to different teams to managing user groups in Active Directory, all of it became fully automated. Notably, the programme manager emphasises the seamless execution of the Azure virtual migrations, with the entire process being fully automated, reducing the scope of manual touch points.

"We migrated 20,000 devices and fully automated everything. We spun up devices in Azure, we gave devices out to users – literally just one button was pressed. Users were scheduled, comms were sent out and a device, a virtual device, was put in front of the user."

They also highlight the **"if this, then that"** type of automation, demonstrating ManagementStudio's flexibility. This system allowed them to streamline complex processes, resulting in remarkable efficiency. It's cut down on the number of manual processes that they have historically had to do. Sending data out to different teams, putting users into AD groups, removing users from AD groups – all of that is now fully automated.

Scope of Work

What makes this story even more remarkable is how the team has evolved into a project hub within the bank. After completing the Windows 7 migration, they didn't simply wrap things up. Instead, they capitalised on the wealth of data stored in ManagementStudio – which includes Active Directory, SCCM, Azure, Intune, HR records, and ServiceNow, amongst other sources. This centralised data source has transformed the way projects operate at the bank, eliminating the need to delve into multiple data sources for information.

ManagementStudio has enabled the team to extract specific data from these sources and utilise it for various projects. This centralised approach has streamlined and expedited project management significantly.

Diverse Projects

The bank now manages six to seven projects concurrently in ManagementStudio, ranging from an Active Directory migration, Windows Hello deployment, Windows 10 migration in New York, to the large Citrix migration to Azure. The case of Citrix stands out, as the programme manager explains how ManagementStudio helped them identify users of Citrix efficiently, reducing the scope of users and automating the migration process.

"We found some huge benefits in using ManagementStudio. The bank was having trouble identifying Citrix users in the estate and who was using Citrix. But where we were putting data into ManagementStudio for the Citrix farms, we were able to analyse the data quite quickly and understand who's using Citrix and who wasn't. We sent out comms to those users automatically to say, "hey, we're going to remove you from Citrix". By the end of this users came back to us and we just removed AD groups and we cut down the scope quite quickly. For the rest of the users on Citrix, we've got a t-minus process; we send them comms, particular things happen and get added to AD groups, etc. And then we spin up a multi-user device in Azure and we assign that to the users. So again, it's a fully automated process that we undertake, hardly any manual touch points. It's fantastic!"