



**MANAGEMENT
STUDIO**

CLIENT SUCCESS STORY

Driving Enterprise-Wide Digital Transformation with
ManagementStudio

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Executive Summary

Following the renewal of their ManagementStudio platform licences, one of the world’s leading asset management firms continues to expand its use of the platform across a broad portfolio of enterprise IT transformation initiatives. The PMO lead shares how ManagementStudio serves as the operational backbone across multiple concurrent workstreams, underpinning strategic decisions with real-time data, automated workflows, and deep cross-platform integration.

\$3.4M Device cost savings (2025)	\$5M+ Device cost savings to date	26K+ Users Windows 11 migration scope	1,600 Devices surrendered
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Windows 11 Migration

The organisation completed its Windows 11 migration – encompassing 26,000 users and 75,000 devices – on schedule by the end of 2025. ManagementStudio was central to the programme’s execution across five global regions, managing complexity at scale through automation and structured workflows.

- Centralised tracking of all application testing ensures consistent governance and accountability.
- Automated email communications to application testers for login verification and validation, reducing manual coordination overhead.
- End-to-end migration scheduling and global tracking across five regional teams are managed within a single platform, eliminating siloed, spreadsheet-based approaches. Extensive reporting via Power BI for regional migration teams and project stakeholders alike.
- Automated employee communications to communicate migration schedules and set expectations in advance.
- Post-migration satisfaction surveys are deployed to validate user experience and confirm successful adoption.
- Escalation workflow enabled IT teams to flag and promptly address individual user concerns, improving resolution times and employee experience.

Single Device Enforcement Policy

ManagementStudio provided the operational 'single source of truth' for their firm-wide single device policy, delivering measurable cost containment and a structured approval process integrated with existing enterprise tooling.

- Survey-driven device action process deployed via the ManagementStudio portal, targeting employees identified as holding multiple devices.
- Bi-directional integration with ServiceNow enabled seamless data flow; device retention requests requiring exemption were routed through line manager and COO approval workflows.
- ManagementStudio served as the system of record, providing real-time visibility of approval status and enabling the team to expedite cases where required.
- Power BI dashboard integration provided project owners and senior stakeholders with instant, accurate programme status - removing reliance on manual reporting.
- 3,600 device surveys managed in total; 1,600 devices surrendered; 470 laptops transitioned to a remote thin client.
- Cost savings of \$3.4M achieved in the prior fiscal year; \$1.45M realised year-to-date in the current year (inclusive of VDI cost savings).

Desktop Lifecycle Management (LCM) Programme

ManagementStudio underpins the firm's \$12M device refresh programme, providing the data foundation to identify, track, and decommission end-of-life assets at scale - an estimated \$5M in programme savings from reclaimed devices, attributable directly to the platform.

- 8,500 end-of-life devices were decommissioned during 2025, identified and tracked entirely through ManagementStudio data.
- Power BI integration delivers granular, role-appropriate reporting: regional teams see only their estate data, enabling faster, more targeted decision-making.
- For the first time, the organisation has a single platform capable of aggregating all device types - Windows PC (SCCM), VDI (AD and Citrix), Apple Mac (JamF) and SLG devices (Intune/Azure) - into one unified view.
- Hardware status visibility now extended to all regional teams; previously, end-of-life assets were difficult to locate and track.

- All survey activity, respondent tracking, and exception management are centralised in a single Power BI report, replacing fragmented, manually maintained records.

"No other tools have that, to my knowledge. ManagementStudio is a 'one-stop shop' for LCM capabilities." PMO Lead

Desktop-as-a-Service (DaaS) Rollout

ManagementStudio enabled the firm to exceed its cloud migration targets on the firm-wide DaaS rollout, while simultaneously elevating the end-user experience and establishing a new model for proactive cloud migration oversight.

- Automated communications – supplemented by ControlUp pop-up notifications – replaced traditional email-heavy engagement models, significantly reducing communication fatigue.
- Integration of ControlUp performance data enabled proactive device optimisation ahead of migration, representing the first time they merged performance insight with a migration workflow.
- >8,000 users migrated; post-migration satisfaction survey returned a 3.96/5 experience rating for 3,200 users, with 70% rating the experience as good or excellent and approximately 90% of users satisfied or neutral.
- ManagementStudio data supports Business Continuity Planning (BCP): in the event of an outage, teams can identify impacted users by chassis and Azure region, enabling rapid scoping and targeted communications.
- VDI reclaim automation is being transitioned from ServiceNow to ManagementStudio, consolidating process logic, email communications, and tracking within a single platform (with ServiceNow retained for exemption tickets).

Workday HR Integration

The organisation is implementing a Workday integration with ManagementStudio to address a long-standing operational challenge: reliably identifying and acting on leavers with active VDI and Azure instances, as well as scoping challenges on M&A projects.

- Enhanced leaver identification logic within ManagementStudio reduces the risk of orphaned licences and lingering access rights.
- Power BI integration provides improved reporting, greater operational efficiency, and alignment to best practices for identity and access lifecycle management.
- Integration eliminates manual processes and closes potential security and compliance gaps associated with delayed account deprovisioning.

ServiceNow Integration

As part of the LCM programme, ManagementStudio is tightly integrated with ServiceNow to manage desktop refresh activity, with a clear roadmap to further consolidate the process.

- Hardware asset management data pulled from ServiceNow into ManagementStudio, enabling the platform to orchestrate the full refresh workflow.
- The current two-step process (ServiceNow identifies; ManagementStudio manages) will be consolidated into a single ManagementStudio-led workflow, establishing it as the firm's single source of truth for desktop refresh.
- Consolidation reduces process friction, accelerates refresh cycles, and removes dependency on dual-platform management.

Mergers & Acquisitions (M&A) Onboarding

The firm has leveraged ManagementStudio to manage onboarding across two major acquisitions and one smaller transaction, establishing a repeatable, data-driven integration framework that minimises disruption and accelerates time-to-productivity for incoming employees.

- External DMZ capabilities used to ingest data from acquired organisations – including SCCM, users, devices, and applications – without requiring direct network integration.
- Automated mapping of acquired employees' existing application estates against the firm's standard environment, enabling intelligent device and application provisioning from day one.

- Application testing communications automated through ManagementStudio, ensuring structured onboarding and security validation at scale.
- Mobile phone EULA compliance tracked and enforced via an automated ManagementStudio workflow, with non-compliance flagged to line managers for prompt remediation.
- Most recently, an acquisition leveraged ManagementStudio for end-to-end application testing, packaging, deployment, and security approval – delivering a near-seamless transition experience for incoming users.
- ManagementStudio's application workflow identifies whether required applications are already owned by the organisation, streamlining procurement decisions and avoiding duplication.

Power BI Reporting Integration

The integration of ManagementStudio data within Power BI has transformed how the firm's IT teams consume and act on programme information, replacing static, manually maintained spreadsheets with dynamic, role-appropriate dashboards.

- Role-based data access ensures regional teams (e.g., Japan, EMEA) view only their relevant estate data, improving focus and reducing information overload.
- Real-time data feeds from ManagementStudio eliminate reporting lag, giving senior stakeholders accurate programme status at any point in time.
- Integration with external data sources further enriches reporting, enabling multi-dimensional analysis across platforms.



"Getting away from spreadsheets and out-of-date information, plus automation and pulling in data from external sources, has been a game-changer." PMO Lead

Application Rationalisation Programme

With software expenditure in the nine-figure range, the organisation has initiated a strategic application rationalisation programme to drive licence

efficiency and eliminate waste. ManagementStudio is deployed at the core of Stage 1, with expanded use planned across subsequent phases.

- Comprehensive application data aggregation – including SaaS-based resources – to establish a definitive inventory of what is deployed, by whom, and how frequently it is used.
- Automated licence reclaim workflows to be implemented, triggered by a 90-day 'use or lose' policy to recover underutilised entitlements.
- Automated employee communications are integrated into the reclaim process, removing manual intervention and ensuring consistent policy enforcement.
- Data integration is foundational to the programme's success, enabling accurate decision-making on licence consolidation, vendor renegotiation, and application retirement.
- Given the scale of their software investment, even modest rationalisation outcomes are projected to deliver significant and recurring cost savings.