



**MANAGEMENT
STUDIO**

CLIENT SUCCESS STORY

Beating a Hard TSA Deadline: How Hitachi Energy
Migrated 33,000 Users Across 70 Countries

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Results at a Glance

ManagementStudio helped Hitachi Energy to exit a high-stakes IT divestment on time, avoid contractual penalties, and migrate 33,000 users across 70 countries – then reused the same platform to upgrade 40,000+ devices to Windows 11.

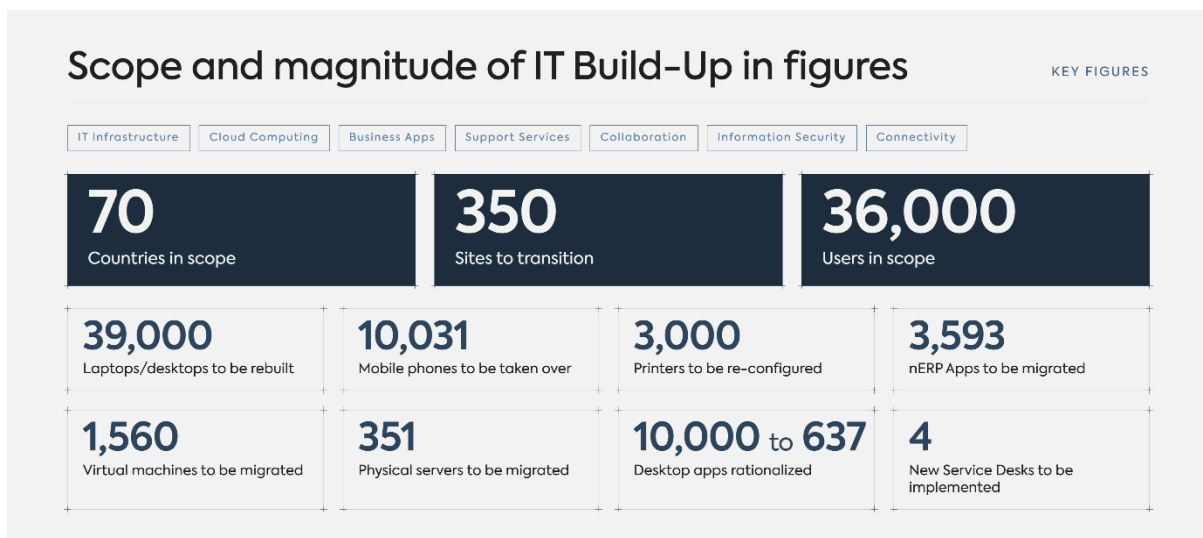
On Time TSA exited 30 June 2023 — zero overrun penalties	33,000 users migrated off ABB systems	40,619 devices upgraded to Windows 11	3.7 / 5 employee migration satisfaction
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SECTOR Global Energy Technology
SCALE 36,000 employees, 70 countries

The Business Challenge

When Hitachi Energy separated from ABB in 2020, it faced one of the largest and most time-pressured IT carve-outs in the industry. A new IT organisation had to be built from the ground up, and a global application estate migrated – all under a Transition Services Agreement (TSA) with ABB that carried a hard deadline. Any overrun would trigger significant financial penalties, putting the finance and leadership teams under real commercial pressure to hit the date.

The scale of the challenge was substantial:



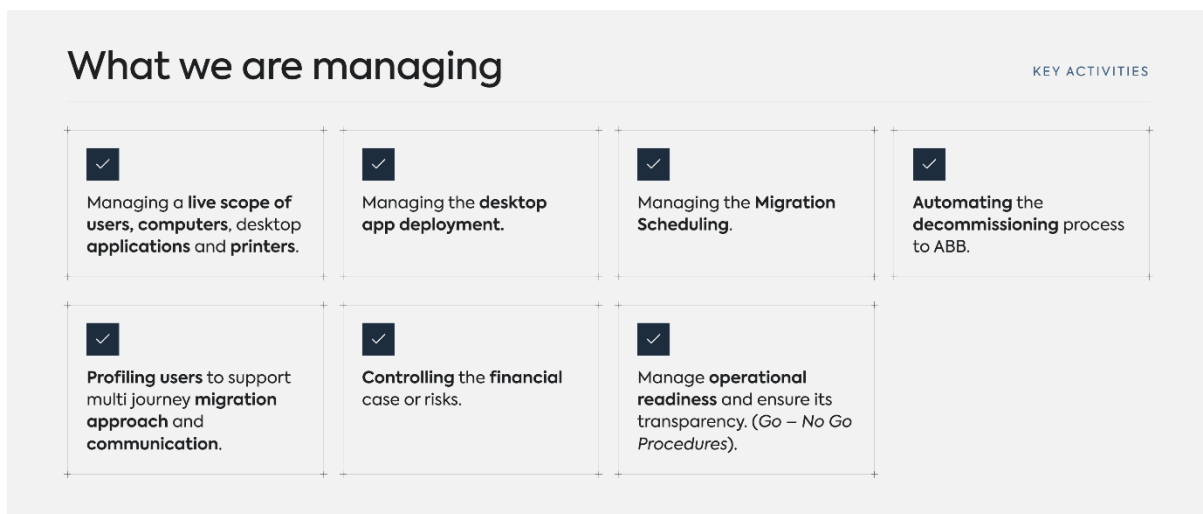
With 70 countries, 350 sites and roughly 39,000 laptops and desktops in scope, a manual, spreadsheet-driven migration was never a realistic option – the timeline simply would not have allowed it.

The Solution

Hitachi Energy brought in ManagementStudio in October 2021, once the new infrastructure was in place, to plan, automate and give visibility over the entire desktop and applications migration. Rather than treating migration as a purely technical IT exercise, ManagementStudio was used to run it as a managed, transparent business programme:

- **Validated data, directly with users:** ManagementStudio confirmed each employee's applications, location and access needs, correcting inaccuracies before they could cause delays or rework.

- **Put scheduling in employees' hands:** self-service booking let users choose their own migration slot, reducing coordination overhead for IT and improving the employee experience.
- **Automated the heavy lifting:** once readiness criteria were met, ManagementStudio triggered device and user migration automatically, removing manual bottlenecks at scale.
- **Gave leadership real-time visibility:** a purpose-built Power BI connector let managers and executives track migration status and drill into detail without ever logging into ManagementStudio itself.



The Business Impact

The outcome was a migration executed at a pace and scale few organisations attempt, delivered without missing the contractual deadline that mattered most to the business:

- **Financial risk avoided:** Hitachi Energy exited its TSA with ABB precisely on 30 June 2023, protecting the business from time-based financial penalties that a delayed migration would have triggered.
- **Programme run at enterprise scale:** over 750,000 emails were sent automatically across 17 languages, and 31,000 data-validation surveys were completed, keeping a 36,000-person global workforce informed with minimal manual coordination.
- **Full leadership transparency:** 30 Power BI reports gave executives and managers an on-demand view of progress, de-risking a programme that leadership could not afford to be surprised by.

- **Strong employee experience despite the scale of change:** a 3.7 out of 5 satisfaction score across 33,000 migrated users, reflecting a transition managed with minimal disruption to day-to-day work.

Extending the Value: Windows 10 to 11 Migration

Having proven the platform through a business-critical divestment, Hitachi Energy reused ManagementStudio for its next major initiative: migrating its device estate from Windows 10 to Windows 11, beginning with a 500-device pilot in 2023 and running as the main programme from March to October 2024.

The same principles applied – automate wherever possible, and only involve people where judgement was genuinely needed. ManagementStudio integrated with Hitachi Energy's existing toolchain (Intune, Active Directory, Flexera and ServiceNow) to assess device and application readiness automatically, and a pilot-first, 'by exception' approach let the business catch application issues early rather than testing every application individually.

- **Lower cost to upgrade:** assessing 45,335 devices and confirming compatibility for 2,330 of 3,034 applications automatically removed the need for exhaustive manual application testing.
- **Faster time to value:** the programme reached a peak of nearly 10,000 devices upgraded in a single month, compressing a normally multi-year upgrade cycle into eight months.
- **Lower business risk:** a phased, pilot-based rollout meant issues were caught with a small group of users before being scaled across the business, protecting productivity for the wider workforce.
- **Proven, reusable platform:** the same investment in ManagementStudio that de-risked the ABB divestment was redeployed for an unrelated programme, improving the return on that original investment.

Why This Matters in the Boardroom

Beyond the operational statistics, the Hitachi Energy programme illustrates three things executive teams consistently care about in large-scale technology change:

- Contractual and financial risk was actively managed, not left to chance – the TSA deadline was treated as a business-critical commitment, and the programme was resourced and automated to protect it.
- Change at scale did not come at the cost of employee experience – a global workforce moved through a major disruption while maintaining a positive satisfaction score.
- The technology investment paid dividends twice – the same platform and operating model were reused for a second, unrelated migration, extending the value of the original decision.

The involvement of ManagementStudio in the divestment of Hitachi Energy from ABB enabled the business to exit its TSA on time, saving it from time-delayed financial penalties.