CLIENT SUCCESS STORY

Managementstudio: The Operating Platform Behind Every Major IT Transformation Programme

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Table of Contents

Results at a Glance 1

The Business Challenge 2

The Solution 2

Scaling Across the Enterprise 2

How the Platform Is Used Today 3

The Business Impact 3

Results at a Glance

Through a three-year partnership, ManagementStudio turned a single, painful physical-device migration into the operating platform behind every major IT transformation programme the business runs - creating one source of truth across tens of thousands of users and over 100,000 applications.

3+ Years	~20,000	108,937	~8,000
continuous use across successive, unrelated programmes	users across current active projects	applications centrally tracked and rationalised	devices migrated in the flagship VDI programme

SECTOR Financial Markets Infrastructure & Data Services
SCALE Tens of thousands of employees, global operations

The Business Challenge

Having conducted a complex, manual migration of 12,000 employees' old laptops to new devices managed by utilising spreadsheets, an increase in headcount to conduct the migration, that took nearly two years to complete, this financial organisation sought a solution that could manage large scale projects in the future.

The Solution

In advance of a forthcoming virtual desktop infrastructure (VDI) migration, an experienced programme manager who had used the ManagementStudio platform previously pushed for it to be evaluated again, thus, a proof of concept (PoC) was initiated. The team ran the formal PoC, spending around four months working closely with the vendor's implementation specialists to configure the platform against real data and real requirements. The verdict was candid rather than promotional: ManagementStudio did not do everything the business needed straight out of the box – no platform does – but it handled the parts that mattered most, and it steadily became the organisation's single source of truth for the migration and beyond. That proof of concept, run three years ago, marked the start of a partnership that has continued ever since.

Scaling Across the Enterprise

Following the success of the VDI programme – which covered around 8,000 devices – the organisation extended the platform well beyond its original use case. It has since been used to manage:

- Multiple, distinct virtual-desktop technologies, including environments run in partnership with a third-party managed-services vendor.
- A global programme comprising four concurrent projects, each with its own user population, Active Directory groups, device types and department-specific requirements – including a specialist business unit standardised on Mac devices.
- Deep customisation to match that complexity, including bespoke forms, dedicated tabs within user records for project-specific information, and reusable 'blueprints' – all within a single platform, rather than a patchwork of separate tools.

This ability to absorb organisational complexity – different technology stacks, different business units, different rules – without requiring new tooling for each one is what allowed a single platform investment in ManagementStudio to keep paying off project after project.

How the Platform Is Used Today

ManagementStudio is not a legacy system the organisation has simply not got around to replacing – it is the active backbone of current transformation work. Three major programmes are running on it this year alone: a network-access platform migration driven by a change in usage policy, a cloud-hosted virtual desktop rollout, and a Microsoft 365 virtual-device programme. Together, these involve just under 20,000 users, sequenced deliberately from the simplest through to the most complex to build early momentum and learning.

Day to day, the team relies on the platform's automation – emails, surveys and dynamic forms – along with UAT scripting on its more complex programmes, and native connectors into Azure Active Directory and Intune. Perhaps most significantly, the organisation now holds 108,937 applications, including every version, with a complete record of what has been accepted or rejected, inside ManagementStudio. For an enterprise of this scale, having a single authoritative application inventory – rather than that knowledge being scattered across teams and spreadsheets – is a meaningful and often underestimated business asset.

The Business Impact

- Manual effort eliminated at the source – what began as thousands of rows of spreadsheets and heavy manual user-tracking became an automated, self-service-driven process, freeing staff for higher-value work.
- One investment, repeated returns – the same platform has now supported successive, largely unrelated transformation programmes

over three-plus years, compounding the value of the original decision rather than requiring a new tool for each initiative.

- A genuine single source of truth – for an organisation built around data, having one authoritative, auditable record covering users, devices and 108,000+ applications materially improved confidence in reporting to business stakeholders.
- Enterprise complexity handled without enterprise sprawl – bespoke forms, tabs and blueprints let dozens of projects with different rules run inside one platform, instead of multiplying systems and support overhead.
- Executive-ready visibility – workflows and blueprints feed directly into Power BI, giving leadership a live, presentable view of transformation progress without relying on manual status reporting.
- A vendor relationship that adapted to the business, not the other way around – when requirements exceeded what the platform did out of the box, the vendor's team worked directly with the projects team to create functionality that was required.

> *"Having one source of truth for all of our data was immense for us. With everything in ManagementStudio, we can manage our programmes and projects, and present outcomes back to our business stakeholders with confidence."*
>
> **— Programme Lead, Financial Markets Infrastructure Provider**