

Case Study

ENGIE
Energy utility
IT infrastructure management

ENGIE transforms desktop environment with Ricoh IT infrastructure management services



Leading energy utility, ENGIE, used Ricoh IT infrastructure management services to help transform its IT desktop environment in one of its London offices. Working with ENGIE, Ricoh helped deliver an operating system migration to Windows 8 and replaced

old hardware and corporate software applications, with minimal impact on business operations. It improved day-to-day productivity and user experience and stemmed the drain on valuable IT resources.

Executive summary

Name: ENGIE UK
Location: London
Size: 400 staff
Activity: Energy utility

Challenges

- Aging and outdated IT desktop environment
- User productivity and business efficiency being held back

Solution

- Ricoh IT infrastructure management
- Window 8 migration, hardware and software refresh

Benefits

- Improves day-to-day productivity and user experience
- Delivers a standardised, efficient IT desktop environment
- Maintains business continuity with a fast, minimal-impact upgrade operation
- Cuts drain on resources used to support aging and multi-type IT assets
- Helps to rationalise hardware resources by reducing the fleet by 50 devices

Challenges

ENGIE UK is a major electricity generator. It has 12 power generation assets around the UK, with a total capacity of 6,977 MW. The company also has a trading and a retail business supplying gas and electricity to business customers. It is one of the top seven UK suppliers of power and gas to business customers, supplying around 5,100 business premises with power and around 5,600 business premises with gas. ENGIE UK is part of the global ENGIE Group which operates in 32 countries worldwide.

ENGIE has 400 users spread across locations in London, Bristol, Chester and Leeds. Growth and expansion over several years left ENGIE with an IT environment comprising legacy mixed-age hardware, software and operating systems (OS). Most users had laptops, but these were between three and five years old. However, the key factor driving change was the Windows XP OS, which was by now 12 years old and at end-of-life. This, plus old hardware, was beginning to impact negatively on performance and staff productivity. Software applications were slow to launch and run. Some devices were running Windows 7, while older technology was still using Windows XP. In addition, the different OS versions and mixed hardware were a challenge to support across the small IT team.

ENGIE put out a tender for a project - called the Workplace Upgrade Programme (WUP) - to improve its desktop environment. It shortlisted several leading IT service providers, including Ricoh. Daniel Hoskin, Project Manager at ENGIE, says, "I'm aware of Ricoh's track record in multifunction print, but for me, Ricoh is an IT company and a very good one, which is why ENGIE decided to use Ricoh for the WUP."



Solution

Ricoh has helped provide ENGIE with an IT infrastructure management solution, comprising a migration to Windows 8 as well as new laptops, desktops and software including Microsoft Office 2013. Ricoh worked as part of the ENGIE team to plan and develop the solution and support deployment. As part of the service, Ricoh also packaged and tested an agreed number of ENGIE applications. Ricoh had around four IT specialists on site for the duration of the project. Ongoing, Ricoh provides support for new application deployment.

Hoskin says, "What ENGIE liked about Ricoh was the quality and expertise of its staff. You get Ricoh people, not subcontractors, and because of Ricoh's UK-wide network of IT specialists, it has people located close to all our sites. We particularly appreciated - and have benefited from - the skills that Ricoh has brought to project planning and consultancy."

At the start of the project, Ricoh and ENGIE ran a series of workshops to develop a high-level image design for desktops and laptops, and to plan the best approach to Windows migration. Accurate planning was important because, at the time, moving from Windows XP to Windows 8 was a significant technology step for ENGIE. Hoskin says, "An important consideration was: why give users a like-for-like solution when we had the opportunity to use Windows 8 to offer them something different. It was new, quick and more advanced, and since we were making the investment it was more sustainable establishing an IT environment with saleability and longevity."

ENGIE also felt that with Ricoh's experience and expertise and a straightforward corporate IT environment, making the jump to Windows 8 would mitigate complex compatibility testing and integration.

One of the key parts of the solution - which also helped the upgrade process - was Microsoft System Center Configuration Manager 2012 (SCCM 2012), a Windows product that manages the deployment and security of devices and applications across the enterprise.

Benefits

The solution has delivered significant improvements to the user experience, especially around productivity. Basic functions, such as logging on to PCs and running office applications, are faster and more user-friendly. Having a common build and standard OS and user interface across the whole organisation also improves efficiency and interoperability. In the past, a user on Windows 7 and Microsoft Office 2013 would share documents with a user on

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Case Study ENGIE

Windows XP and Microsoft Office 2007 resulting in compatibility issues and productivity limitations.

Standardisation has also improved the supportability and maintainability of the estate and further drives the user experience. IT is able to package and deploy applications more securely and, by creating a more efficient IT desktop environment, ENGIE has reduced its PC estate by 50 devices. Other performance improvements include a more robust method of synchronising locally stored data on laptops for better resilience.

Hoskin says, "The Windows migration at ENGIE is the kind of IT project that keeps the business going, so these systems must be supported efficiently. The Ricoh service has been quick, responsive and delivered just the right type and level of resource we needed. From Ricoh you get a broad range of IT services, from competitively-priced hardware and applications and flexible financing, to excellent infrastructure-level advice and support."

One of the standout attributes of the Ricoh service was flexibility. ENGIE has a small IT team, so Ricoh provided backfill service desk resources, which freed up ENGIE to focus on business-critical parts of the project. In addition, Ricoh managed hardware asset tagging and held stock so that ENGIE could benefit from next-day delivery.

Another important role that Ricoh provided was helping ENGIE communicate the WUP around the UK business stream. Ricoh's marketing team helped to ensure key benefit messages, timelines and rationale for the project, were communicated to all users.

The Workplace Upgrade Programme, which marks Ricoh's first engagement with ENGIE, is seen as a great success.

Ricoh Solution/Products

- Windows 8
- Microsoft Office 2013
- Microsoft System Center Configuration Manager 2012
- HP & Lenovo desktops and laptops

User experience

The ENGIE IT team and Ricoh were applauded by users for the results of the WUP, but also for the speed and minimal disruption during the Windows migration operation.

"I just wanted to say what a fantastic job you are all doing on the WUP. I was upgraded and trained yesterday and I am loving the new system. The whole process from my perspective has been incredibly smooth and handled very professionally. Please pass on my thanks to the team."

Senior HR Business Partner

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Daniel Hoskin, Project Manager, ENGIE

