

# Case Study



## Company profile

Windmüller & Hölscher has been demonstrating its innovative strength for over 150 years. Today, the company is one of the leading suppliers of machines and systems for the production and processing of flexible packaging. With its passion for new ideas, the company retains its young, dynamic and flexible character.

## Technologies



## From the Cloud to the Cloud

### Challenge

- Transition from IBM/HCL Connections Cloud to Microsoft Azure Cloud
- Replacement for HCL Sametime chat and video meeting platform
- Extensive data migration

### Solution

- Worldwide implementation of Microsoft 365 (Microsoft Teams, Outlook, Microsoft Office and other M365 tools)
- Accompanying change management measures to ensure the success of the extensive IT project
- Data migration to Microsoft OneDrive incl. linking with Microsoft Teams, Outlook and SharePoint

### Benefit

- Effective change and adoption measures (e.g. training, mentored communities) led the employees to a rapid understanding of the use and the advantages of the new software
- Significant increase in the efficiency of all employees thanks to the new task management with Microsoft Planner and simultaneous editing of documents online
- The tech and project teams improved their communication and collaboration for their joint knowledge management
- In 90 percent of online meetings, employees use the video function

Due to the end of support for IBM/HCL Connections Cloud, Windmüller & Hölscher was forced to look for a new solution. Azure, as the most advanced cloud delivery platform for business use, was convincing in combination with M365, Teams and OneDrive.

## Short-term implementation of Teams

After the strategic decision, a fast implementation was requested because the unexpected dimension of the Corona crisis forced Windmüller & Hölscher to have the majority of its employees work from home. Working together with novaCapta, all their employees worldwide had gotten access to Microsoft Teams by the beginning of March 2020.



**The fast roll-out combined with the high user acceptance made the implementation of Microsoft Teams successful.**

Robert Tebbe – Project Manager, Windmüller & Hölscher

The short-term implementation enabled the company to continue their business operations smoothly. After the implementation of Teams, the two top priorities were to migrate all data and to on-board all employees in the use of the new software.

## Migration & change management in harmony

The data migration started with an analysis of the existing environment to understand three important aspects: How was the old environment used up to now? Which data had to be migrated? And what „legacy“ data could be sorted out? The architecture turned out to be highly complex, because in addition to the personal files from Connections, the extensive knowledge data base for all communities, files, wikis, blogs and comments also had to be backed up. To save and archive the files, they were exported and uploaded to Teams / SharePoint and OneDrive. Team rooms, permissions, files and folders were automatically created in Teams. With this Windmüller & Hölscher had a fresh start in the new system.

Parallel to the migration, a change concept tailored to the needs of the employees was developed. The initial workshop included the development of a change story and clarified the future communication channels. novaCapta provided communication material (draft texts and further information for the employees) to tell the change

story chapter by chapter and to show the employees the advantages of the new tools. Furthermore, the change concept included training sessions and coffee corner calls to understand employees' previous ways of working and then show them how to successfully continue or even improve their work in Teams, Share-Point, OneDrive, Planner and other Microsoft applications. In addition, mentored communities were established to respond more quickly to questions and uncertainties. „Thanks to the change concept, colleagues quickly found their way around the new environment. Now they work together more productively and efficiently worldwide,“ says Robert Tebbe, project manager at Windmüller & Hölscher, summing up the IT project.

## Extensive IT project successfully implemented

The technical transition from the old cloud to the new cloud went smoothly despite the restrictions during the Corona crisis. Thanks to the customised change and adoption measures, Teams and other Microsoft applications were quickly understood and accepted by the employees.



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