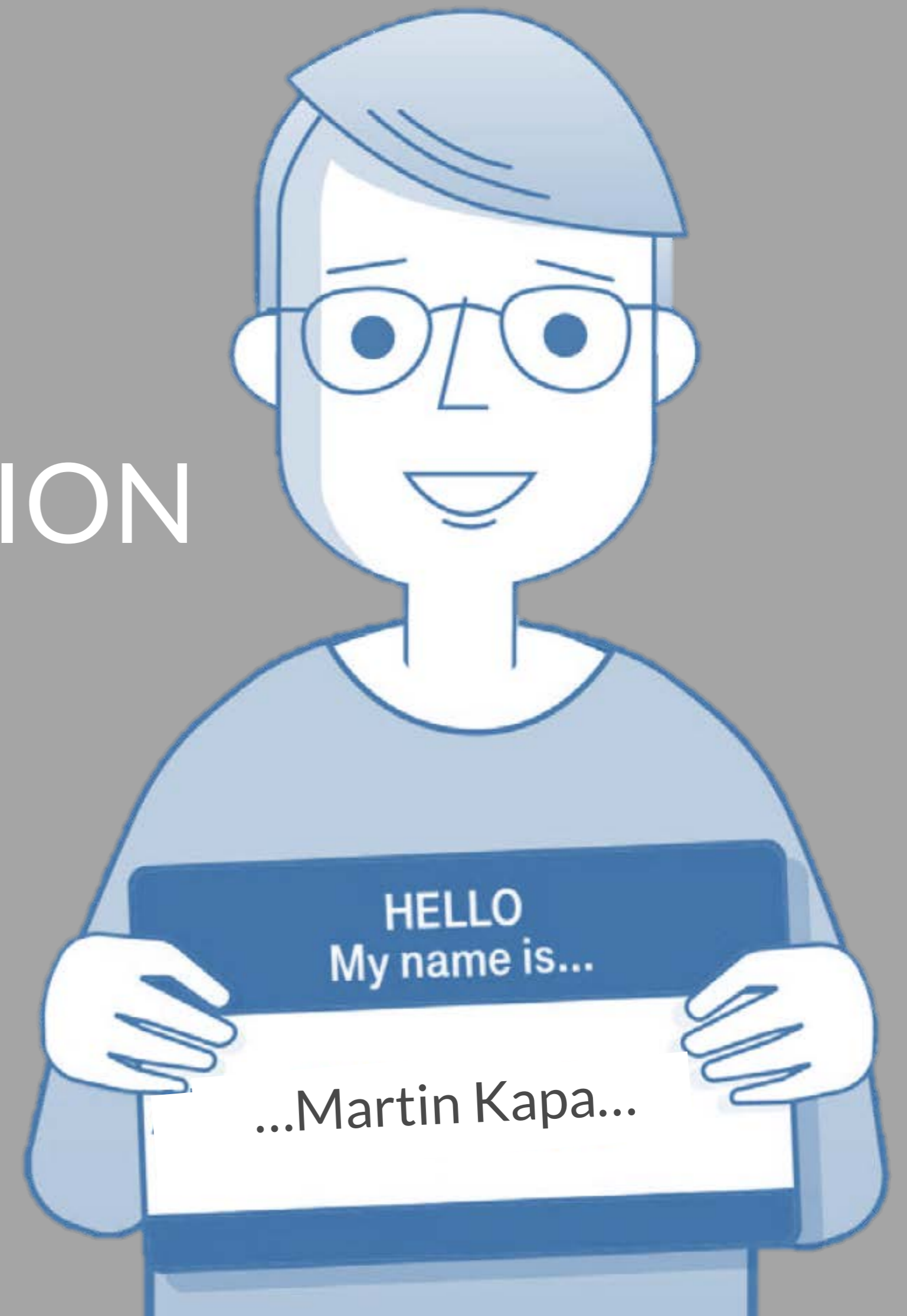


HOW WE AS ORGANIZATION CHANGED WITH **GWS+**.



What was our task?

From local to central



Scope in a nutshell

To migrate **4400 user accounts** from local to central domain. Recreate more than **2000 non-personal objects**.



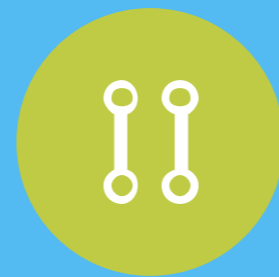
Transformation of Internal IT

Centralizing Internal IT under one roof. Moving **from supplier to customer**.



Define FMO processes

Implement new processes for ordering and managing workplace services.

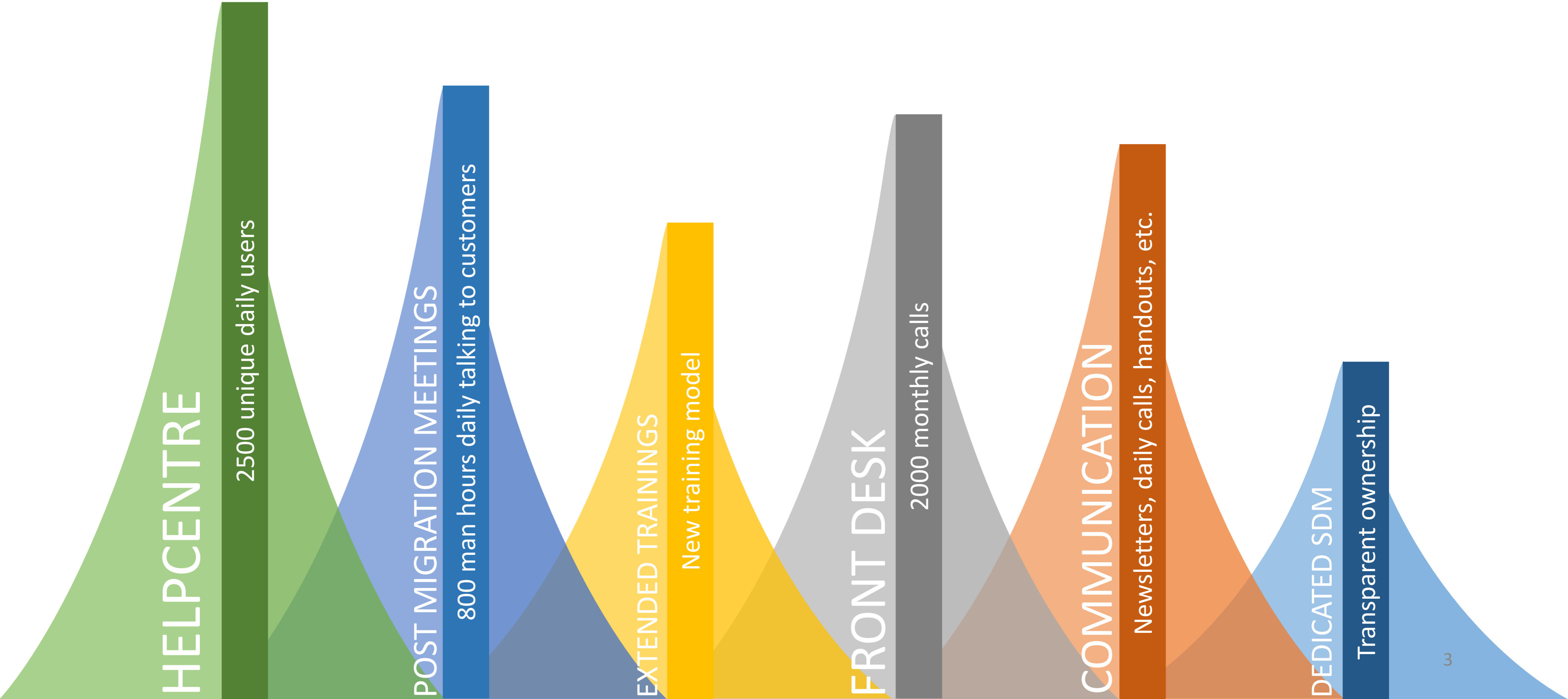


Mutual support model

Define operational models for cooperation between T-Systems Slovakia and the rest of the world.

What worked for us?

Technical aspects



How we changed?

Soft aspects

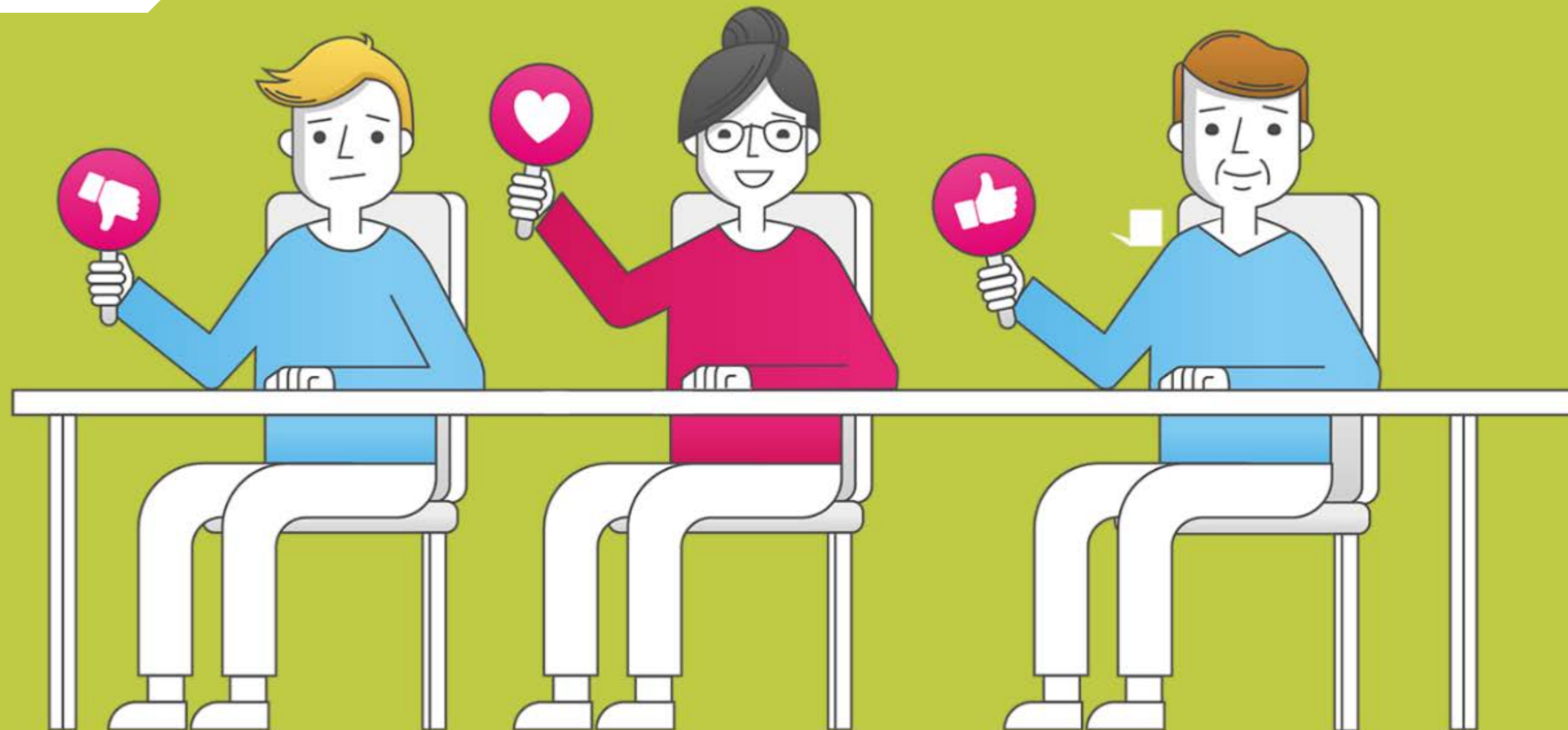
Defined new operating model

Established program management

Started culture transformation program

Moved towards standardized HW

Diminished customer-supplier thinking



We practiced customer focus

From 5 stages of loss:

- Denial
- Anger
- Bargaining
- Depression
- Acceptance

Towards partnership:

- Competence center
- Involved in service design
- Providing migration support for global organizations

TSSK best
of **21** in
GWS+
migration.

THANK YOU!



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