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

HELPCENTRE
2500 unique daily users

POST MIGRATION MEETINGS
800 man hours daily talking to customers

EXTENDED TRAININGS
New training model

COMMUNICATION
Newsletters, daily calls, handouts, etc.

FRONT DESK
2000 monthly calls

DEDICATED SDM
Transparent ownership
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!