Tietoevry

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Tietoevry ensures seamless transformation through Kanari DEX service powered by Riverbed Aternity.

Tietoevry is a leading technology company with a strong Nordic heritage and global capabilities. They create technology that reinvents the world for good. The company has 24,000 experts globally specializing in cloud, data, and software, serving thousands of enterprises and public-sector customers in more than 90 countries.

Kanari is a leading Nordic provider of monitoring and observability solutions. Kanari and Tietoevry have been trusted partners for over 9 years, with Tietoevry benefitting from Kanari's in-depth knowledge and expertise of observability services.

After considering different tools from other providers (including their incumbent vendor), Riverbed® Aternity, delivered through Kanari's DEX service offering, was the only solution that could assist Tietoevry with a smooth migration process to a cloud-based unified endpoint management service. This has enabled them to provide a stable and secure environment for their employees.

20,000 devices migrated

In Brief

Challenges

- Migrate more than 20,000 devices to Microsoft Intune on time and within budget

- Develop an automated work-around for non-compliant devices

- Maintain employee digital experience during digital transformation

Solution

- Riverbed® Aternity Digital Experience Management (DEM)

Benefits

- Flexible and smooth migration process

- Time and cost efficiency gains: decreased migration time by 9 months, saving two employees over one year

- Reduced employee downtime, whilst maintaining a positive user experience

Challenge: Smooth Migration of 20,000+ Workstations to a New Endpoint Management Service

Tietoevry's CIO Office wanted to transform itself into a unified and modern digital workplace. As part of this process, they needed to migrate over 20,000+ workstations to Intune - a Microsoft cloud-based unified endpoint management service which enables organizations to protect and administer all their endpoints from a single place.

After the migration exercise had taken place, Tietoevry found that they were unable to migrate ~5,500 laptops due to complex time dependencies. Migrating the remaining users was a lengthy manual process handled by IT staff.

Manual tasks needed to be automated to speed up the migration of the remaining workstations.

Consequently, migrating such a high number of users within a tight timescale required out-of-the-box thinking.

Solution: Developing an Effective Automated Process

With cooperation from the device management team at Tietoevry's partner Kanari, an automated process was created to reinstall devices automatically.

Utilizing DEX service, users were able to select the exact time and date they wanted to reinstall. If they failed to respond, then they were prompted to respond again each week. After such time, each user was prompted daily until they received a final message before the device was forcefully reinstalled.

Automated progression was then reported in a live dashboard. The automated process replaced all manual follow up, assistance and installment. Using Aternity's automated remediation capabilities and visibility into client device, network, and application back-end to resolve issues proactively and as quickly as possible, the solution helped to dramatically improve service and avoid costs.

"By working together, Tietoevry and Kanari utilized Riverbed technology to enable our CIO office to support employees so they can work from anywhere, while delivering a transformative user experience."

Magnus Mühlenbock,
Head of Core IT at Tietoevry

Benefits: A Proactive Approach Leading to Productivity Savings

Magnus Mühlenbock, Head of Core IT at Tietoevry, says, "Deploying Riverbed Aternity as part of this large-scale migration process has enabled flexibility and a smooth migration transition."

Mühlenbock continues, "Automation has benefitted Tietoevry with time and cost efficiencies and has dramatically decreased the time taken to finalize migration to Intune. We estimate that by using Kanari's DEX service powered by Riverbed Aternity, we have saved nine months of manual work. This has saved the productivity of two full-time employees over a 12 month period."

In addition, Tietoevry now only needs to manage one endpoint management system with unified imaging compared to two solutions previously, leading to further productivity savings.

> "Employees have been able to arrange the re-installation themselves, in their own time without impacting customer deliveries."

Magnus Mühlenbock,
Head of Core IT at Tietoevry

> "Riverbed's Aternity solution has reduced downtime, ensured productivity, increased our security posture, and ultimately helped us to maintain a positive end user experience."

Magnus Mühlenbock, Head of Core IT at Tietoevry

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About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users' experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the *FORTUNE* 100 – we are empowering next-generation digital experiences. Learn more at riverbed.com.