



ONEDRIVE FOR BUSINESS

CIO 24/7 Podcast:
Accenture empowers its
people with OneDrive for
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Chris Crawford: Welcome to the CIO 24/7 Podcast bringing you the latest updates from Accenture's internal IT organization. I'm your host, Chris Crawford and today I have Workplace Technology and Collaboration Director, Tom Bruss, with me to discuss how Accenture is innovating in the new with OneDrive for Business. Hi Tom.

Tom Bruss: Hi Chris. Thanks for having me.

Chris Crawford: For sure. Hey, uh, so OneDrive for Business, this is the capability that we use, or that I use to share files and store my working files and then share those with other people across Accenture. You want to tell me a little bit more about how we are using and the size of our OneDrive implementation here at Accenture?

Tom Bruss: Yeah, so, Chris, we've rolled this out I think we are going on our third year of roll out for OneDrive Business and you know, we are growing every single day. We, we actually just surpassed two petabytes of data in the cloud and over 780 million files. So, it has been a journey. We continue to grow. We are really pushing adoption and I think our people really like a lot of the new capabilities that come with OneDrive.

Chris Crawford: Cool. Now, so OneDrive is, for those of you that don't know, OneDrive is Microsoft's business capability for online file storage and sharing, right?

Tom Bruss: It is.

Chris Crawford: And it's not the first time we've tried it and it's certainly, if we've only been using this for three years, we've had that business need for quite a while, you know, but what made us get comfortable with doing this as a whole enterprise solution rather than a point solution like some of the other capabilities we've tried in the past?

Tom Bruss: Yeah, well, you're right, Chris, I mean the need to be able to share files, share files and share files securely is nothing new. And we've been, you know, we've implemented a lot of other solutions in the past. We've gone down this road before, to mixed success. I think the reason why this has been successful, so successful to us is that it, it had seamlessly integrated with a lot of the other tools, particularly Microsoft's other Office 365 cloud based solutions like Change and SharePoint along with Microsoft Office. It is integrated with a lot of the tools that people are already using in their day jobs, so it is just a more seamless extension verses another destination they had to go to, to get something done, you know?

Chris Crawford: That's a great insight. I mean, I know that I use it, I love it just because when I get a new laptop, I'm up and running now in minutes, literally, because all my files are right there. It's, it's something I guess we've been doing with phones for a long time and it is now, when it works this way in desktop as seamlessly as it does, it's, it's pretty great. Did everybody realize this or what sort of adoption curve did we have on the capability? Do you want to talk a little bit about that?

Tom Bruss: Yeah, you know, the adoption curve, I'd say was kind of in three phases. You know, first was just general building awareness and you know, traditional adoption type stuff. You know, certainly one size doesn't fit all these days, from an adoption perspective. It can't just be an email campaign. So, you know, we had a wide range of awareness vehicles, things like videos and using social media and some blogs and we published scorecards, adoption scorecards to some of our business leaders to create a little competition within the company. You know, that was kind of the initial phase and then, you know, that second phase was about just making it easier for people to get to use OneDrive. And you hit on a very interesting point, you know, when you get a new PC, you know, everything is, all your files are kind of transferred via the cloud and everything is in OneDrive and that was one of the biggest things that did help with adoption for us in that, as people, you know, one third of our PC fleet gets upgraded, roughly every year and that's a great point in time to get people to use, to using OneDrive and we actually worked with our local technologist to, you know, to have them encourage people to upload everything to OneDrive before you come into the office with your PC. And then we can cut down on the amount of time it is going to take us to refresh your PC, your down, your out

of commission, less and then by the time you get your new PC, everything is already in the cloud for you and you're ready to go and you're already operating with OneDrive.

Chris Crawford: Yeah, that's, I, to me that's a huge advantage and I can remember, back in the old days, when you would lose your PC for a whole day as they were transferring stuff across the land just from one PC to another and now it is like, you know, they give me the PC and I am, in the time it takes me to type in some passwords, I am up and working again. It is just incredible. What are some of the, you know, I, so that's a great benefit. Any other key benefits we are looking at? I mean, the adoption is easy when the benefits are clear to the users. Are there some other ones out there that, that I am not thinking of?

Tom Bruss: Yeah, a few things. You know, I'd say a lot of the biggest benefits are just genuinely around, you know, giving our people more productive ways to work and that always, you know, and when you can give people something better, a better way to work, that always helps your case. So, you know, with OneDrive, all of their, all of people's files are, are in the cloud. Some of them are selectively synced down to the desktop, you know, and that gives them the ability to access their files and since they are in the cloud, they can access their files from anywhere. Even on their mobile device. Even when they're on the road. It really doesn't matter where or on what device they're on, they can access everything, you know, they can access everything at the point of need. You know, and then with everything being in the cloud, they then have the ability to simultaneously edit with other people they've shared that document with. So.

Chris Crawford: Oh yeah. Right.

Tom Bruss: They're collaborating with their team, they don't have to do this traditional email back and forth with edits which we all

Chris Crawford: Final, V6, V7...

Tom Bruss: It, you know, it's just better and it is a more productive way to work. You know, and then finally, for our people, we encourage them as they are syncing things to the cloud, you know, you don't need everything on your PC anymore. The PC, you know, the stuff that is downloaded and synced locally, should just be the stuff that you are using either on your current project or your current, sort of day to day. I know myself, I had years of archives and you know, did I really need that presentation that I did for a client ten years ago on my PC? You know, that should be in the cloud and you know what? It freed up a lot of space on my PC. It gives me a little hard drive performance boost, you know, and ultimately, you know, that was another nice side benefit in that because people don't need as big of hard drive anymore, that was actually cost savings to Accenture that we could reinvest in getting our people better PC hardware.

Chris Crawford: Nice. Nice. Yeah and faster hard drives just with those SSDs. It was awesome for me. Ok, so you mentioned some huge numbers. You know, were there any challenges in getting to those huge numbers that, what did you say, two petabytes or something?

Tom Bruss: Yeah. Yup. You know, but let me put it in a little bit of perspective, while that is a lot and it is one of Microsoft's largest implementations of OneDrive for Business, I still think we have a long way to go. About now, we've got about 284,000 users that have at least one file in OneDrive, which is great. You know, we have about 400,000 employees globally, so, so, roughly, a little more than two-thirds of our people at least have something in OneDrive. They are registered, they are using it in some capacity. And then, if you look at more files than that, we've got about 110,000 people, you know, as of September 2017, when this is being recorded, you know, we've got about 110,000 people that have more than 100 files in the cloud. You know, and that's what we think is the real measure of adoption. Those are people that are really at that point, that's when they are really using .

Chris Crawford: They're committed.

Tom Bruss: They are committed. That's when they are using it in their day jobs, that's when they are really using it as a supplement to their PC hard drive. But that's still only represents about a quarter of all of our people. So, we do think that there is a long way to go to adoption. You know, and so we are taking a number of, we are using a number of methods. One of the ones that's been most successful to us is we did build a what we call a OneDrive data migration tool. The single biggest barrier we have to adoption is just getting people to do that initial upload into the cloud.

Chris Crawford: Take that first step, yeah.

Tom Bruss: Yeah, take that first step. And certainly, the PC refresh is a great point in time where we've got a captive audience, but for the other two-thirds of people who maybe aren't getting a new PC this year, we need to give them an easier way to do that initial sync and that was this data migration tool where, you know, we literally made it as easy as a few clicks of a button to kick off a process in the background that will do that initial sync for you and that's really helped a lot.

Chris Crawford: Some great thoughts Tom. Anything to close with or, I mean I am happy closing on a success metric like that and some ideas but anything else that you wanted to cover?

Tom Bruss: I guess the only other thing maybe we didn't touch on was just security which was a big benefit.

Chris Crawford: Obviously.

Tom Bruss: You know, I love talking about the end user stuff. It has personally changed the way I've worked, but it has also made my security organization really happy as well, so that's always a positive in my book, you know. Any time we get data off PCs and you know, more data into a secure cloud environment like Microsoft's, you know, we have less risk of a data loss scenario if a PC becomes lost or stolen and eventually compromised. So, you know, that was another key piece, a you know, kind of key business outcome for us.

Chris Crawford: Tom, I think this could be one of, this is a rare project then, one that makes the C's so happy and the end users happy. I mean you don't get an intersection of those two very often. Ok, so on that success story, Tom, thank you very much and thank you listeners for sitting through another CIO 24/7 Podcast. I am Chris Crawford and today we were speaking with Workplace Technology and Collaboration Director, Tom Bruss. We reviewed how Accenture's innovating in the new with OneDrive for Business. Be sure and check out previous episodes of CIO 24/7 Podcast series on Accenture.com and look for future editions coming soon.

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