CIO 24/7 Podcast:
Windows 10 at Accenture
CIO 24/7 Podcast: Windows 10 at Accenture
Featuring Accenture managing directors Jason Warnke and Brad Nyers

Jason Warnke: Welcome to CIO 247 Podcast bringing you the latest updates from Accenture’s internal IT organization. I’m your host, Jason Warnke, and today I have Accenture’s Infrastructure Services Strategy Lead, Brad Nyers with me to talk about how we are equipping our people with the latest Microsoft tools including Windows 10. Thanks for joining me, Brad.

Bradley Nyers: Thanks for having me, Jason.

Jason Warnke: Hey Brad, one of the ways Accenture is driving its own internal agenda is to digitally enable our people with the ability to work productively and collaborate across the globe. A major component of this program is equipping employees with the latest Microsoft tools to the deployment of Microsoft Windows 10. Walk me through how we are doing this with a company of nearly 400,000 people.

Bradley Nyers: In September of 2015, our global Windows 10 project team began the upgrade project. The team’s high level approach was to first test all business applications and validate that they were capable of running on Windows 10 and then proceeded with deployment to employees. Given that nearly all of Accenture’s applications or browsers based in platform independent, we were able to move Accenture’s business applications with little impact into a production ready state in a very short window. By April of 2016, initial deployment of our PCs loaded with Windows 10 began. We set up a two-lane deployment approach. The first was to deploy all new PCs with Windows 10 and give a manual upgrade option for early adopters. The second lane, which began in August of 2016, addressed existing PCs running Windows 7 and enabling employees to use and in-place upgrade tool and process that uses One Drive for file distribution to perform the upgrade to Windows 10.

Jason Warnke: Interesting. I want to know more about this in-place upgrade tool. Can you describe that upgrade tool and how is it being used by our people? And why did we have to put a tool like this in place?

Bradley Nyers: Sure. The in-place upgrade tool has been key in enabling our deployments at scale and pace. The tool validates whether employee’s computer meets the necessary criteria such as having sufficient disc space and proper versions of security software to receive the Windows 10 update. If that’s a no, the user receives information on how to remediate the situation. If yes, the user receives communications by email that their PC is ready and that they received the Windows 10 upgrade file which they can execute at their convenience regardless of where they are working from. This approach is fast and eliminates the need to come in to an Accenture office to have the upgrade performed by local technology support. Throughout the Windows 10 upgrade project, rigorous project management, robust methodology and priority setting were important key factors to achieving results at speed and scale. Employees can continue to execute in-place upgrades to Windows 10 with Accenture on track to complete upgrades by August of 2017. With a few exception areas.

Jason Warnke: Oh wow. That’s excellent. Not having to come into an office when you’re on the road in order to do that sort of upgrade, that’s a great benefit and I can see how, you know, that’s being looked on as a very favorable thing from our employees. How are we benefiting from this kind of service?

Bradley Nyers: From a business standpoint, Accenture is benefiting in a number of ways. One, is there is simplified imaging. New machines no longer require imaging and as the OEM operating system was used. The images converted to enterprise addition and security tools are layered on.
Moreover, these tools provide enhanced security. A second, is the as a service model which will eliminate the need to perform operating system upgrade projects in the future. An additional benefit is the use of the Cloud for Windows 10. The in-place upgrade tool in Office 2016 and One Drive for Business. Lastly, secure boot and device guard provide enhanced security.

Jason Warnke: So, Brad, what kind of results are we seeing already?

Bradley Nyers: Accenture is currently the largest deployment of Windows 10 as well as the largest consumer of One Drive for Business. The plan is to upgrade nearly 400,000 Accenture people to Windows 10 by August of 2017. Accomplishing this in the span of two years will reinforce Accenture’s technology and execution leadership and will provide a robust foundation in digitally enabling Accenture people. Migrating from Office 2013 to Office 2016 is providing a refreshed set of features to employees and will provide a foundation for supporting new ways in which Accenture people will work in the future.

Jason Warnke: Excellent. What a fascinating story and it is an amazing journey to be able to implement and roll out at the scale we are doing across Accenture. So many new features is quite the story. So, thanks for taking time and sharing it with us today, Brad. I appreciate you being here.

Bradley Nyers: My pleasure.

Jason Warnke: So, thanks for listening to another CIO 247 Podcast. I am Jason Warnke and with me has been Accenture’s Infrastructure Services Strategy Lead, Brad Nyers to discuss the Windows 10 in-place upgrade tool and the benefits of migrating to Windows 10 and Office 2016. Be sure to check out previous episodes on Accenture.com.