



DEVENDRA KUMAR LB
ENTERPRISE TRANSFORMATION ADVISORY

Simplifying Complexity Before Introducing Technology

ENTERPRISE
TRANSFORMATION
BRIEFS

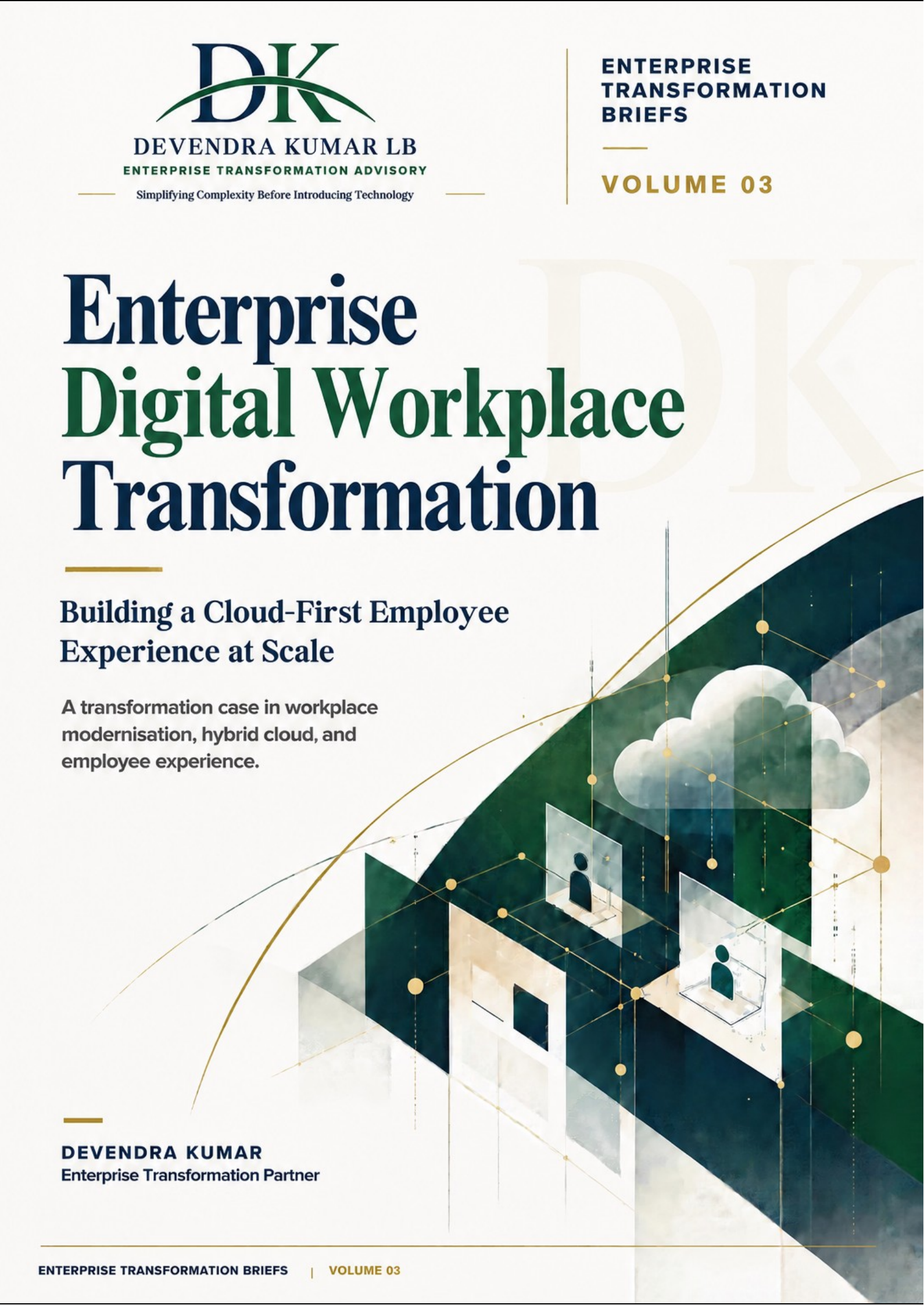
VOLUME 03

Enterprise Digital Workplace Transformation

Building a Cloud-First Employee Experience at Scale

A transformation case in workplace
modernisation, hybrid cloud, and
employee experience.

DEVENDRA KUMAR
Enterprise Transformation Partner





02 | EXECUTIVE PERSPECTIVE

The workplace as a strategic business capability.

The transformation brought together workplace technology, cloud, security, operations and employee experience to create a modern digital workplace.

This shift moved the workplace beyond devices and tools. It positioned the digital workplace as a core capability to support how employees work, collaborate and deliver outcomes.

EXECUTIVE
TAKEAWAY

**Treat the digital workplace as
a business capability, not an IT endpoint.**

03 | BUSINESS CONTEXT

Multiple forces converged to create the transformation imperative.

The organisation faced a combination of structural, technological and external changes that made a modern digital workplace essential.

These converging factors increased complexity, created urgency and highlighted the need for a unified, secure and modern workplace to support employees.

KEY CONTEXTUAL FACTORS

01

MERGER OF GROUP COMPANIES

Different environments and operating practices had to come together.

02

LEGACY DIGITAL WORKPLACE

Existing workplace technology required modernisation.

03

OPERATING-SYSTEM END OF SUPPORT

The technology lifecycle created an immediate modernisation requirement.

04

DEPARTMENTAL SILOS AFTER THE MERGER

Different operating environments increased transformation complexity.

05

COVID-19 AND RISING REMOTE-WORKING DEMAND

The need for resilient digital workplace capabilities accelerated.

06

EMPLOYEE EXPERIENCE ACROSS THE MERGED ORGANISATION

Silos made a consistent employee experience harder to sustain.

EXECUTIVE
TAKEAWAY

The challenge was no longer whether to modernise. It was how to transform at scale.

04 | EXECUTIVE CHALLENGE

Modernise an established virtual desktop estate in phases.

How do you modernise thousands of employee workspaces?

The organisation needed to transform from a legacy and fragmented workplace environment to a modern, unified and secure digital workplace. This had to be delivered at scale, while responding to multiple disruptions occurring at the same time.

KEY CHALLENGE DIMENSIONS

01

REMOTE WORKFORCE ENABLEMENT

Enable employees to work securely from anywhere.

02

TECHNOLOGY MODERNISATION

Replace legacy platforms with modern, secure and scalable technology.

03

SEAMLESS USER EXPERIENCE

Deliver simplicity, reliability and performance at scale.

CONTEXTUAL PRESSURES

The transformation had to respond to multiple factors simultaneously:

01

A merger of group companies

Different environments and operating practices had to come together.

02

An operating-system support deadline

The technology lifecycle created an immediate modernisation requirement.

03

Rising remote-working demand during the pandemic

The pandemic accelerated the need for resilient digital workplace capabilities.

EXECUTIVE TAKEAWAY

The transformation had to deliver scale, speed and resilience without compromising people, security or performance.



05 | TRANSFORMATION RESPONSE

Two capabilities formed the transformation strategy.

The transformation combined workplace modernisation and a hybrid cloud platform.

These two capabilities worked together to modernise the digital workplace and support a unified, secure and modern employee experience at scale.

STRATEGY OVERVIEW

The transformation was built around two integrated capabilities that addressed technology, people, security and business priorities.

TRANSFORMATION COMPONENTS

01

DIGITAL WORKPLACE

Modernise workplace technology and collaboration capabilities.

02

HYBRID CLOUD PLATFORM

Use cloud capabilities to support workplace transformation at scale.

EXECUTIVE TAKEAWAY

A coordinated strategy brought technology, people, security and business priorities together around the digital workplace.

06 | SCALE OF EXECUTION

Modernising the workplace of a newly merged enterprise.

The transformation was delivered at significant scale for an enterprise formed by a merger of group companies.

The migration began as the pandemic increased demand for remote working.

KEY SCALE FACTS

2,500

devices in scope

~1,000

desktops in the first phase

DELIVERY AT SCALE

TECHNOLOGY FOUNDATION

A cloud-hosted virtual desktop platform provided the hybrid environment.

EXECUTIVE TAKEAWAY

Workplace modernisation and a phased cloud migration were delivered as one programme.

07 | EXECUTIVE DECISIONS

Three key decisions that shaped the transformation.

Key decisions were made to address complexity, reduce risk and deliver a modern, secure and unified digital workplace at scale.

THE DECISION CONTEXT

A recently merged enterprise, an operating-system support deadline and rising remote-working demand during the pandemic.

01

WHY HYBRID CLOUD?

Why was a hybrid cloud approach chosen for the digital workplace?

To run cloud and on-premises environments side by side during the transition.

02

WHY KEEP THE EXISTING DESKTOP VIRTUALISATION SOFTWARE ON A CLOUD-HOSTED PLATFORM?

Why was the existing desktop virtualisation software kept on a cloud-hosted platform?

To modernise without expanding on-premises hardware, while keeping a familiar desktop for employees.

03

WHY A PHASED MIGRATION?

Why was a phased migration approach taken?

It reduced risk by running cloud and on-premises environments side by side.

EXECUTIVE TAKEAWAY

These three decisions shaped how the programme modernised the workplace in phases.



08 | PROGRAMME SCOPE

Programme scope.

The programme modernised an established virtual desktop estate in phases, alongside an operating-system upgrade.

SCOPE

2,500

DEVICES IN SCOPE

Devices in scope for the workplace modernisation.

~1,000

DESKTOPS IN THE FIRST PHASE

Desktops in the first phase of the migration to the cloud.

EXECUTIVE TAKEAWAY

Scope figures describe the programme, not the client's full estate.

09 | EXECUTIVE TAKEAWAYS

Key lessons for future enterprise transformations.

The transformation provided several important lessons for future digital workplace initiatives and enterprise transformations.

THE BIGGER PICTURE

A hybrid approach, phased execution and attention to employee experience shaped how the programme was delivered.

01

HYBRID CLOUD MAKES PHASING POSSIBLE

Running cloud and on-premises environments side by side gives room to migrate in phases.

02

THE RIGHT PARTNERSHIPS SUPPORT DELIVERY

Collaboration between the delivery partner and technology providers supported the design of the digital workplace platform.

03

A PHASED APPROACH REDUCES RISK

A phased migration approach introduced change gradually across a complex environment.

04

EMPLOYEE EXPERIENCE MATTERS

An employee-first approach kept the design of the digital workplace focused on the needs of employees.

05

A MODERN WORKPLACE BUILDS A STRONGER FUTURE

Modernising the workplace is easier to sustain when it is treated as a business capability.

EXECUTIVE TAKEAWAY

The transformation shows how a hybrid cloud approach, phased execution and an employee-first focus can inform future digital workplace programmes.