

# MIGRATING DATA TO NNIT SERVERS AND UPDATING SYSTEM TO MICROSOFT FOR HK DANMARK

## Reducing system complexity in smooth data transition for HK Danmark

What do you do if your IT platform, with its many off-shoots and special solutions, has become too complex to manage? This was the problem facing HK Danmark at the start of 2008. Ten months later, following an intensive project with NNIT, the company had consolidated all its data on new servers and upgraded 1,600 workstations to Microsoft Active Directory (AD) – all with the minimum of disruption to users. In fact, the transition was so smooth, barely any of the system's 1,500 users noticed the change.

### THE CHALLENGE

With more than 300,000 members, HK Danmark is one of the largest employee unions in Denmark. The company supplies personal consultancy services to its members on issues such as salary, employment conditions and supplementary training. On 1 January 2008, they created a separate Administration Centre with a team of around 100 people working in HR, finance, IT and administration. Called Administration1, the Centre's mandate is to increase efficiency and cut costs through standardised processes.

The Centre's Director Jan Michelsen soon turned his attention to IT. As with many companies, HK Danmark's IT systems had been developed over many years and it was made up of programs from various vendors. Jan quickly realised that standardisation was the needed.

"Standard solutions are easier to maintain and the price is better. We put together a completely new tender model based on the simple ques-

tions: what do we have? And where do we want to go?" explains Jan. "We wanted a Microsoft solution, but it was important to us that the supplier felt highly involved in the process."

NNIT's proposed a solution based on existing technologies. But the big issue still remained: how can you transfer all the data and processes to a new system without disrupting work?

### THE SOLUTION

To ensure a smooth transfer, the project was split into two parts – and both parts had two project managers, one from NNIT and the other from HK Danmark. This approach ensured good communication and fast responses from both sides – and ensured that both NNIT and HK Danmark could bring their experience and skills to the project.

The largest part of the project involved relocating and consolidating HK Danmark's entire IT infrastructure from 250 servers held by its previous supplier to 150 NNIT servers. Ensuring nothing failed during the switch required co-ordinated teamwork, as Jeppe Sommerfelt, Programme Manager at NNIT, explains, "We began in January and took over operations in April. During that time, we worked closely with HK Danmark and its previous supplier to ensure all the processes continued to run."

More than 30 supporting systems had to be moved on top of the servers and data – and how these systems interacted with each, and with external parties, had to be thoroughly tested. To avoid a risky big bang moment, the move was done in stages, with the non-critical systems moved first. All this was carefully coordinated with HK Danmark, and any downtime was isolated to bank holidays and weekends – when most employees weren't working. The final transition was made in mid-June. "99 percent of the users never realised anything moved," says Jan. "Moving all that without everything collapsing was a tremendous achievement."



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JAN MICHELSEN, DIRECTOR ADMINISTRATION1,  
HK DANMARK

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HK Danmark's 1,600 PCs and laptops were still using Novell NDS – and these had to be replaced with new workstations operating Microsoft AD. So NNIT worked with HK Danmark to design the new desktop system, and created an MSI package that allowed individual users to add or remove programs from a pre-defined list of approved applications.

A pilot project was then run at one HK Danmark office to iron out any problems before rolling the new workstations out around the company. "The project was very smooth," says Jeppe. "All users could log onto their new PC within 45 minutes of unpacking."

But according to Jan, it wasn't all plain sailing. During the project, a number of issues came up that needed a fast solution – and NNIT was quick to step in. "At one point, for example, a couple of things crashed – things that didn't involve NNIT," says Jan. "But NNIT's people got stuck in, and abracadabra – the problem was solved. The teamwork has been fabulous so far."

## THE RESULT

Stable operating systems make happy users – and that's exactly what HK Danmark now has. According to Jeppe, the system has proved extremely stable. "All the data has been transferred successfully," he says. "There have actually been fewer incidents or crashes than anyone expected – and this means less downtime, and more productivity, for users."

Jan is also pleased with the result, as well as how the project was run. The project was completed on time, despite an "unreasonable deadline that everyone said couldn't be done." And Jan is keen to point out that a project of this magnitude requires dedication from both the customer and the supplier, and a great deal of teamwork, if it's to be successful.

The next task for NNIT and HK Danmark? Converting HK Danmark's email system from Lotus Notes to Microsoft Outlook/Exchange.

### ABOUT HK DANMARK

With more than 300,000 members, HK Danmark is one of Denmark's largest employee unions. HK Danmark's goal is to secure equal pay for equal work for women and men – and it supplies personal consultancy services to its members on issues such as salary, employment conditions and supplementary training. It employs around 1,500 people and is headquartered in Copenhagen, Denmark.

### ABOUT THE STANDARDISATION PROJECT

- Moving entire IT infrastructure to Microsoft AD
- Consolidating data from 250 servers to 150 servers
- Switching 1,600 PCs to standardised workstations
- Establishing new Service Desk
- Taking over 3 HK Danmark employees

### For further information

Please contact us at [nnitcontact@nnit.com](mailto:nnitcontact@nnit.com) to learn more about the case or our outsourcing services.

### ABOUT NNIT

NNIT is an international IT service provider offering IT consulting and the development, implementation and outsourcing of IT services for regulated industries. We create value for our clients by treating their IT as if it were our own. We use IT to support our clients' daily operations and help them achieve their business goals. Owned by Novo Nordisk, NNIT employs nearly 1,400 people. In 2008, our turnover exceeded €185 million.