

Commercial food organization harvests greater productivity during – and after – their conversion.



Client Background

This leading US-based commercial food organization produces many name recognizable brands, with its products found in 97% of U.S. households. The organization also has a very significant presence in commercial food products and is one of the nation's leading specialty potato providers to restaurants and other food service establishments. They are committed to the health and wellness of their consumers and to providing tasty meals that fit busy schedules, while ensuring their food solutions are nutritious. The organization has approximately 11,000 employees and use technology heavily in their business operations.

Client's Problem

This organization began a company-wide deployment of Office 2007 in the spring of 2008. Their goal was to upgrade the Office platform in conjunction with a roll-out of Exchange 2007, SharePoint 2007 (MOSS) and Microsoft Communications server.

The client had an extensive file population, and they faced major compatibility challenges that had to be addressed and remedied. They were planning to use a fix-on-fail approach, which meant that Office 2007 would have been rolled out and when files failed, they would have to remediate them manually.

The client decided this was an unacceptable approach as the disruptions would be unpredictable and the user-downtime would negatively impact business operations and profitability.

Client's Solution

At the recommendation of Microsoft, the organization contacted ConverterTechnology to assess a sample of their file population. This effort revealed compatibility challenges that the ConverterTechnology toolset could identify and remediate.

The next step was to pilot the toolset, where the client would utilize the technologies in-house with significant support from ConverterTechnology. The client used multiple components of ConverterTechnology's suite of tools, including DiscoverIT and OfficeConverter, to scope the location and makeup of the file landscape and remediate the files.

"When we used Converter Technology's tools, we could analyze large amounts of files in a short time, predict where the compatibility challenges were and immediately address the problems. From there, we were able to remediate the files prior to the rollout of Office 2007, making the process smooth and predictable."

"The solutions provided by ConverterTechnology enabled us to virtually eliminate the downtime caused by file failure, ConverterTechnology's tools were invaluable in scoping and executing the project. Working with ConverterTechnology, we were able to smoothly and successfully implement an Office 2007 rollout, with minimal disruption for our users."



The client migrated in a phased approach, leaving a group of employees who used a third-party ERP application for last (this ERP application was not compatible with Office 2007 until late in the project timeline). Therefore, the solution was deployed on a rolling schedule, to accommodate the client's request.

"When we used ConverterTechnology's tools, we could analyze large amounts of files in a short time, predict where the compatibility challenges were and immediately address the problems," said a member of the client's IT team. "From there, we were able to remediate the files prior to the rollout of Office 2007, making the process smooth and predictable."

"The solutions provided by ConverterTechnology enabled us to virtually eliminate the downtime caused by file failure," the IT representative continued. "ConverterTechnology's tools were invaluable in scoping and executing the project. Working with ConverterTechnology, we were able to smoothly and successfully implement an Office 2007 rollout, with minimal disruption for our users."

ConverterTechnology provides software and services to help enterprises capitalize on the benefits of the Microsoft platform without the migration risks of data corruption, reduced employee productivity and critical business application down time. Founded in 1997, ConverterTechnology has helped more than one million users identify, analyze and fix compatibility errors before they occur, accelerating time to deployment. ConverterTechnology is headquartered in Nashua, N.H., with offices in Europe and Australia, and is a wholly-owned subsidiary of Powerlan Limited. For more information, visit www.convertertechnology.com