

# AOK enables RET to migrate Windows 7

The city of Rotterdam in Holland relies on RET to meet all of its public transport requirements. Since 1878, RET has been providing the safe and efficient running of trams, buses and metro lines within the city and surrounding areas. With a business mission to provide comfortable and timely travel, the company transports more than 600,000 passengers every day equating to nearly two hundred million passengers a year.

## The Background

To deal with the vast numbers of passengers and varied modes of transport, RET employs over 2,600 staff, many of whom are office based. The ICT team supports over 1,300 PCs and laptops managing an estate of 200+ applications as varied as financial, personnel rotas, route planning as well as specific transportation applications.

The decision to migrate to Windows 7 is part of a complete hardware refresh. It also coincides with a move to new headquarters in the autumn of 2011. As Martin Spijkers, Technical System Development Co-ordinator, explains, "as we are moving into a new building later in the year, the Board of Directors took the decision to have the most up to date PCs, laptops and software suites available as part of the move. Migrating to Windows 7 was a key part of this migration. We are currently using Windows XP and while not experiencing any problems with the OS, it was felt that in order to get the most out of the move a hardware refresh and OS migration was a logical decision."

## Business Challenges

Timing is tight for Spijkers and his team. "In total we have 12 people working on the Windows 7 migration with 3 people dedicated to the repackaging and successful migration of our 200+ applications and we have five months in which to complete the project. The driving reason to migrate was the outdated hardware; it is easier to place new hardware with the latest software OS in a new building than move with old ones."

Even though the Board of Directors at RET had made the decision to migrate to Windows 7, Spijkers and the team still had to outline the complexity of the OS migration and the impact of the project on their application compatibility. "We asked them if they knew what a migration to Windows 7 meant and what exactly they wanted to achieve with it. Their key driver was to give part of the staff the ability to work from home. In terms of how this would be achieved, as a project team we needed to come up with a concept of working and build the business case."

"In a real life environment, migrating to a new OS is very complex. A lot of our applications are specific to technical requirements critical to our business and usually have a single hardware device or PC supporting that application. For example, we have one application collating data on the thickness of rail track which then produces a report for us to schedule maintenance work. This application requires a single PC in order to run effectively. In our business this is a critical application as it is essential to the safety of our passengers. Ensuring that this application is compatible with the new OS is vital."

## ChangeBASE Engagement

The engagement with ChangeBASE and its Benelux partner Professional Development Systems (PDS) happened over a very short period of time. RET had been working with PDS for a number of years on various application repackaging projects and had a respected and trusting relationship with the team. So when PDS organised a Windows 7 migration seminar with ChangeBASE early in 2011, Spijkers and a few of his colleagues took the opportunity to attend.

"We knew when we saw AOK that this was what we really needed if we wanted to achieve the migration within the timescales. We needed to know the issues and know them quickly. **AOK is great, it really delivers.** After the seminar, we started to promote AOK internally at RET. Our manager then saw the presentation given by ChangeBASE's Chief Technology Architect, Greg Lambert and was equally enthusiastic. Discussions with PDS and ChangeBASE quickly made the ROI clear and the relevant modules were adopted by RET."



## AOK Modules Used



AOK Project Suite



Office-It

## Client Comment

*It's so simple, it does exactly what it says it does. To make our applications Windows 7 compliant will now take a lot less time, we can focus on the real compatibility problems that AOK tells us there are and more importantly, where they are.*

*AOK will reduce our packaging time by a third on average. Historically, most of our time was spent on resolving conflicts and searching for the compatibility issues. AOK goes straight to the issue and can fix it and move on. We don't waste time any more, we're winning time.*

## Due Diligence

RET were so confident that AOK was the solution for their application compatibility requirements that they did not feel it necessary to do a full Proof of Concept. They opted instead to run a due diligence test based on a selected number of applications to see how AOK would behave.

“We chose a small number of applications which we knew would give us problems, specifically the applications that are unique to our business. This helped us understand how AOK would run the test, report and fix the application. As our decision was already made to purchase AOK, the due diligence activity gave us the opportunity to do some training on using ChangeBASE with support from PDS. If I look at the application – what do I see, what does AOK tell me and what do I need to do with that application.”

## Results

RET were also looking to virtualise a part of their application estate during the migration. AOK enabled them to assess which of their applications were best suited for the various virtualisation platforms.

“From our application estate of 200+ applications, all need to be repackaged to be Windows 7 compliant and we also know which ones are best suited to become virtualised. AOK enabled us to achieve all of this. **It's so simple, it does exactly what it says it does and with the tight time challenges we were facing we needed AOK to achieve our deadlines.** To make our applications Windows 7 compliant will now take a lot less time; we can focus on the real compatibility problems that AOK tells us there are and more importantly, where they are. We only have two people working to make 200+ applications Windows 7 compatible and we need good solutions to help us achieve our goals.”

## Benefits

RET is already feeling the benefit of having AOK as part of their OS migration. **“AOK will reduce our packaging time by a third on average.** Historically, most of our time was spent on resolving conflicts and searching for the compatibility issues. AOK goes straight to the issue and can fix it and move on. With the Fix-It button, minor issues are solved for you, **we don't waste time any more, we're winning time.** Our throughput time for repackaging is a lot less. As a department we can serve our users quicker by dealing with their requests sooner and deliver a compatible application quicker.”

RET's 200+ applications are split with 50% on servers and 50% installed manually on individual devices. Spijkers and his team intend to repackaging them all to Windows 7. “This will give us greater control over our desktops; we'll remove the functionality to manually install which means the desktops are more stable with less problems and that in turn has a lesser impact on our support organisation.”

## Current Status

Spijkers and the team are now well under way with their Windows 7 migration. All of RET's primary applications are being put through AOK, with the software helping the team analyse how much work it will take to repackaging these. From that point, they are taking each application in turn and either fixing it using the AOK's Fix-It module or for those applications flagged as having serious compatibility issues, applying manual fixing using the information given by AOK at the reporting stage.

“We're using AOK to analyse and report on application issues. For those applications where we have to fix manually we re-import them into AOK after we've completed the fix and retest to ensure the fix is correct and that the application is now compatible with Windows 7. It gives us a quality assurance check on the application. **AOK is at the beginning and end of our migration process.**”

## Futures

Spijkers and the team view AOK as a fully integrated part of their application compatibility and repackaging strategies. As part of the Windows 7 migration they will be introducing Office 2010 as a Proof of Concept using AOK at the forefront of the repackaging process. For the first phase of the migration they are not concerned with IE8/IE9, but they do know that they will have challenges when they come to address the applications they need on those browser versions.

“The migration to Office 2010 and IE8/9 is quite a big project for us and we won't look at it until 2012. AOK will play a major part in that migration as it makes things easier for us.”

Spijkers concludes; **“AOK now plays a major part of our repackaging process.** It's a standard tool that we use for the processes of cutting time and giving us quality assurance in our compatibility requirements. The two major benefits for RET using AOK have been the time and effort saved, we don't have to search for the problem, AOK tells you what and where it is and we can focus on fixing that, it is a lot less complicated than before.”



## About PDS



Founded in 1989, PDS is one of the most successful distributors for application migration tools in EMEA with focus on the BeNeLux countries.

With dedicated staff for sales, marketing, training and support on the leading software development & packaging tools in the industry and organizer of industry event [www.packagingevent.com](http://www.packagingevent.com), PDS has a strong reputation in this particular market thanks to dedication and product knowledge.

**More information about PDS:**  
[www.pds-site.com](http://www.pds-site.com) or call +31-(0)35-6948883

## About ChangeBASE

ChangeBASE is the world leader in automated application analysis, remediation and conversion. Its software suite, AOK, enables enterprises to migrate to Windows 7, the latest Internet Explorer, and Virtual platforms from Citrix, VMware, Microsoft and Symantec.

ChangeBASE has always aspired to facilitate the application migration process, by accelerating time scales and improving the quality and consistency of output, while minimising costs and resource requirements. Through AOK, ChangeBASE is currently helping 6 of the top 10 FTSE companies across the globe to reduce costs and migrate faster.

ChangeBASE has also attracted a strong and extensive partner base, including global agreements with large systems integrators, as well as localised alliances with resellers and distributors. Cementing this partner base are its strategic technology alliances; ChangeBASE is Microsoft Gold Certified, a Citrix Ready Partner and a VMware Technology Partner. There are now thousands of people around the world who recommend ChangeBASE and AOK.

**For more information please visit:**  
[www.changebase.com](http://www.changebase.com)