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Suncorp leverages Infosys' 'Accelerate' Migration Solution to standardise over 10,000 desktops

Melbourne, Australia: Infosys Technologies Australia (Infosys) and **Suncorp Metway** (Suncorp), one of Australia's largest financial institutions, today announced Suncorp has migrated over 10,000 desktops and 350 applications to Microsoft Windows XP using Infosys' Global Delivery Model (GDM) and desktop migration solution, 'Accelerate', to achieve a standardised operating environment that will reduce costs, improve performance and enhance security.

Infosys successfully migrated over 100 desktops a day, with a peak of 200 a day at some stages, including user's accounts, data, applications and print queues.

The migration program, executed across 277 locations at Suncorp, was completed in December 2006. It started with an initial assessment of the company's existing environment including its various unsupported platforms.

Paul Cameron, Suncorp's General Manager for IT Infrastructure, described the team work involved in the project: "It has been a fantastic collaborative effort between Suncorp, Infosys and Microsoft. In just eight months we migrated over 10,000 desktops with very little interruption to our staff. They would simply go home one night running NT and when they came to work the next day they had XP on their machines and access to the new supporting infrastructure and business applications."

Gary Ebeyan, CEO of Infosys Technologies Australia, commented he was delighted to have been able to use Infosys' global delivery model to deliver a successful outcome for Suncorp: "The implementation of the standard desktop environment at Suncorp is a great example of how the GDM can be successfully used to deliver large infrastructure projects utilizing our offshore delivery centres, while reducing the time and cost required to do it all on-site. Suncorp and Infosys have established a repeatable and scalable deployment process that will allow Suncorp to manage their desktops with greater reliability and efficiency in the future."

Summary of Benefits:

- **Reduced IT support costs** through standardising their operating environment from multiple NT domains to Active Directory. Costs have also been reduced by implementing remote management of the desktops using SMS 2003.
- **Greater reliability and performance** by implementing a 'locked down' environment through Active Directory on XP desktops, which enables Suncorp to control the download and installation of non business applications.

- **Increased security** using Active Directory's enhanced security features such as group policies, organisation units etc.
- **Standardisation of desktop applications** by significantly reducing the number of client based applications.
- **Streamlined process to certify and deploy packaged software** that has reduced the deployment cycle time from 3 days to 4 hours.

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