

CRAYON CASE STUDY

# Norwegian in the cloud with Office 365



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- We could see that the existing Exchange solution was not able to handle the impending increase in the number of employees. When we implemented Office 365 with a new Exchange solution, we also used the opportunity to move into the cloud – and standardise video communication in Lync.

Petter Granviken, Head of IT Operations in Norwegian Air Shuttle ASA. "By working with Crayon, the airline were able to move several thousand employees from their own servers to Exchange in the cloud, in a project that finished in May."

## The challenge: Growing pains demanded a new solution

- We are an IT department consisting of 10 people in a company with soon-to-be more than 6,500 employees. Running the whole system ourselves, on our own servers, was not only hard work, but expensive. We could see that the existing solution would be unable to handle the impending increase in the number of employees and we had to come up with something new, in terms of platform choices and an operations model. IT people are a highly educated and expensive work force, so we should be utilising their skills for more than restarting servers or helping employees who have used up all the storage space in their mailbox, says Granviken.

**norwegian**

- Runs around 1,000 servers in a virtual «machine room» on the ground, consisting of several physical locations. Out of these, about 800 are virtualised.
- Under 600 computers/servers that travel through the clouds each day aboard 100 planes that are dependent on «user input» and automatic «input».
- Handles approximately 150 applications, 2,000 devices, 6,500 employees/temps, 90 «offices» and 416 flights to 126 destinations over four continents.

## The Solution: Exchange in the cloud and Lync on the ground

– Through our engagement with Crayon, we detailed a project where the plan was to move most of our Exchange servers into the cloud – and using Lync for parts of the organisation. The solution was Exchange Online 2013, as a component of Office 365. A thousand ground staff have both desktop and web versions of Outlook and the Office suite with Lync, while the flight crew logs in via the web browser. We still run some components on our own servers with an operations partner, but the aim is to move as much as possible into the cloud in the long term.

## Result: More efficient IT operations; more time for other business

When we started implementing, we were effectively project participants who also did much of the work – with the craftsmen from Crayon on board. This provided extra security and problems were solved as soon as they arose. We finished transferring emails in May, and the best indication that this was a success, was that employees hardly noticed the process. The new solution in the cloud has led to a marked decrease in support requests to the IT department from users – this is also a very good sign that the



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process was a success. We are already operating more efficiently and are able to create several user accounts simultaneously by running a script. All 1,000 of the administrative staff have five installations of Office available, giving them increased flexibility and whether they log in via the desktop or the browser, the issue of a full mail box is history.'

– Along with Exchange Online 2013, we have started using Lync in communication between customer service centres and for technical personnel. These groups are based in many different locations and Lync has made it easier to get in touch as well as facilitated replacing physical meetings with online ones. We have also seen that this form of instant communication allows management resolve situations faster. At the same time, Lync helps us meet the aviation authority's strict demands for the entire crisis management system to be online at very short notice.

– We are now working on SharePoint in the cloud. One of our aims is to share routines and documents related to the Operations Centre, which is active 24/7 all year round,' concludes Petter Granviken, Head of IT Operations in Norwegian.