CONVERTER TECHNOLOGY
Data Risk Management Experts

ConverterTechnology Prescribes Automated Conversion for Leading Pharmaceutical Company

Client Background

This client is one of the world's leading research-based pharmaceutical and healthcare companies, who are committed to improving the quality of human life by enabling people to do more, feel better and live longer. They have more than 90,000 global users who are dependent on Microsoft Office, especially Excel files in their day-to-day business operations.

Client's Problem

This worldwide organization planned to migrate from Office 2007 to 2016 within a 12-month window and was overwhelmed, not only by their timeframe but by the sheer volume of Office file conversions.

Since they had such a large number of users, they realized the need for an automated – not manual – conversion approach. They tried the Windows OMPM tool, but were not enthusiastic about the results from both an informational and a performance standpoint.

In addition, as a highly regulated business they faced unique challenges. It was important that any changes that were made as a result of the migration were clearly documented, and that all of the old files were accessible through a full audit trail.

Client's Solution

After a referral from Microsoft, the company approached ConverterTechnology and requested a demonstration of their tools. ConverterTechnology provided a two day proof-of-concept, allowing the company to compare their DiscoverIT tool to Microsoft's OMPM tool. DiscoverIT enables companies to see what files they have on their networks and determine which files should be in scope and are likely to have conversion issues.

After a successful demonstration of the value of DiscoverIT, ConverterTechnology then engaged in a larger pilot of their ScanIT and ConvertIT solutions for the client. During this test phase, the client used ScanIT to analyze a sample set of files to identify known compatibility issues, and ConvertIT to provide automated remediation of any identified problems.

"Working in a highly regulated industry, we had the additional challenge of documentation. We needed a full audit trail of all of our files, including careful records of all changes during the migration process. We also required easy access to our old files. ConverterTechnology was very helpful in accommodating our specific requests, providing custom reports per our specifications, which added significant value to the experience."

"We've been extremely pleased with the process, the tools and the results. We compared the ConverterTechnology tools to their competitors in the marketplace, and found them to be a much better fit for our needs. I would enthusiastically recommend this company – and their products – to anyone preparing for a migration."

Happy with the results of this larger test program, the client went ahead and purchased all three tools for use across their entire global network. They started with their IT department and less critical areas, allowing their internal team to learn about the tools and better understand the results, before expanding into departments that were more heavily dependent on Excel.

The client followed a deployment approach which invited end users to nominate files to a help desk area where they would be analyzed for potential file compatibility issues. Of most concern were files that had been customized with VBA or macro code and any files that were deemed to be "business critical."

"Converting files manually just wasn't an option for us for multiple reasons" explained a client spokesperson. "First, the scope of work was just too massive for this undertaking. We had to migrate nearly 100,000 users worldwide, and we had an extremely tight timeframe to accomplish this task."

"Working in a highly regulated industry, we had the additional challenge of documentation" he continued. "We needed a full audit trail of all of our files, including careful records of all changes during the migration process. We also required easy access to our old files. "ConverterTechnology was very helpful in accommodating our specific requests, providing custom reports per our specifications, which added significant value to the experience."

"We've been extremely pleased with the process, the tools and the results. We compared the ConverterTechnology tools to their competitors in the marketplace, and found them to be a much better fit for our needs," he concluded. "I'd enthusiastically recommend this company – and their products – to anyone preparing for a migration." ConverterTechnology provides.