



# DCS Services for Large County Health Care System

## A New Era Technology Project Highlight

### Overview

A large county healthcare system with multiple locations, including several medical clinics, office buildings, and a network of hospital sites, engaged Microsoft and New Era Technology to assist with migrating 7,000 users and 5,000 workstations from their current Active Directory forest to a new Active Directory forest. New Era was tasked with analyzing, scheduling, management, coordination, communication, and “White glove” support services.

### Challenge

Early in the project, it became apparent the client’s efforts (planned for application readiness and remediation) were insufficient to meet the project timelines. Inconsistent data, unclear project governance, and minimal stakeholder buy-in provided additional challenges. Sponsor perception was low, the project start was delayed, and ultimately the project’s success was uncertain.

### Solution

New Era took on a more prominent leadership role and an adaptive strategy to address the issues and declining client satisfaction. First, New Era’s DCS team was able to work closely with the customer’s management teams to verify and clean up organizational data. By working with the application teams, they were able to re-create the overall migration process and strategy around application readiness. Finally, the New Era “White Glove” support team integrated their best practices into the client’s Helpdesk team, optimizing service and migration issue resolution.

### Outcome

Despite a complex start and timeline delays the project team was able to pivot to meet the newly discovered challenges to make the project a success. The New Era Team was able to facilitate 100% of the targeted user and 95% of all computer migrations in the 13 week duration allocated.

Want to learn more about this project or solution?

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