**Insight.** The **Global Leader** in IT products and services

CASE STUDY

KUONI

# Insight Consultancy Services @ Kuoni

Kuoni´s aspiration – to create „Perfect Moments" for the leisure time of its customers – is based on, and relies on, innovative and, at the same time, reliable IT services.
To deliver this service in both client and server environments Kuoni relies on Microsoft technology. Kuoni's global presence combined with a mix of centralized and decentralized IT Services, added a further complexity and dynamic to the challenges of the project. The imminent end-dates of existing Microsoft contracts required precise project scheduling and efficient project planning.

To meet the challenges that the project posed Kuoni choose to engage Insight as external consultant for their Consultancy Services.

During the course of the project three main objectives were addressed. Firstly, the target-date completion of a License Balance to assess the overall licensing situation, including the collection of both commercial license purchase history (to determine license potential) and technical inventory data (to determine license requirements) to evaluate and assess license demands and to produce that License Balance. Secondly, the identification of optimization potential and thirdly the definition of the strategic direction of future Microsoft contracts.

To identify license optimization potential and strategic direction, in coordination with stakeholder groups such as the IT Departments, the actual requirements for specific Microsoft products and Software Assurance were analysed – for example SQL Server License mobility, Windows Virtual Desktop Access rights etc. Infrastructural optimisation and a consolidation of the SQL environment were both taken into consideration and implemented during the project.

The results showed that under the annual Enterprise Agreement Subscription commitments a six-figure saving could be achieved as well as the ability to lay the basis for future Microsoft contracts.

"It was a real pleasure working with the Insight Consultancy Services team. This was a difficult engagement with tight timelines and the Insight Consultancy Services team not only delivered all of the requirements on-time, they also helped us to realize a saving that went far beyond our initial expectations. We look forward to continuing our successful partnership with Insight."
Steven Eschinger, Head of IT Infrastructure

AT A GLANCE

## ABOUT KUONI

The Kuoni Group is a global travel-related service provider with a leading position in its areas of activity and with sustainable profitable growth prospects. In 2012 Kuoni Group posted a turn-over of CHF 5.8 billion and employed 12.090 people (FTE) at the end of 2012. The Kuoni IT manages approximately 8.000 clients as well as 600 servers world-wide using centralized management tools and procedures.

## CHALLENGE

The project challenge was the compilation of a license balance for Microsoft products before the expiration of the existing contracts as well as the identification of both immediate and sustainable license optimisation potential. Following on from and based on these results, the identification of a strategic approach and direction for future Microsoft contacts posed a further challenge.

## SOLUTION

The Insight Consultancy Services identified, on the basis of the license purchase history, the maximum license potential and, on the basis of the collected technical inventory data, the license requirements. Both of these data sets served as the basis for comparisons as part of the license balancing procedure. Parallel to this, and based on these results, workshops with all relevant stakeholder groups identified further optimisation potential. These workshops also defined all relevant procedures and assessed the short and long term effectiveness of these procedures.

## About Insight

Insight EMEA is a division of Insight Enterprises, Inc., a leading provider of brand-name information technology ("IT") hardware, software and services to large enterprises, small to medium-sized businesses and public sector institutions in North America, Europe, the Middle East, Africa and Asia-Pacific.

The company has approximately 5,100 teammates worldwide and generated sales of $5.1 billion for its most recent fiscal year, which ended December 31, 2013.

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