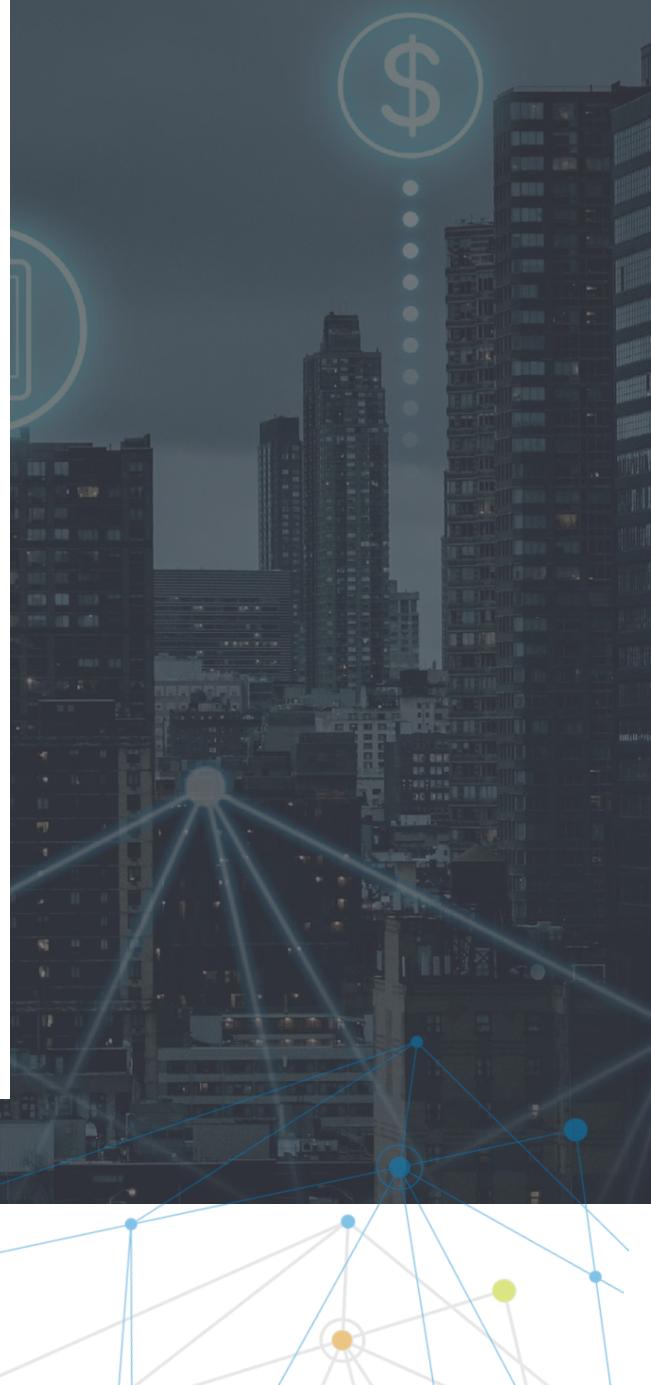


Juriba App Readiness

Customer Success Story

Future-Proofing the Grid: How a leading energy company saved 80% with a continuous application readiness engine.



Slowed by a massive application sprawl of 28,000 applications (many of them outdated legacy or custom-developed apps without proper documentation), a major UK energy company's IT team knew that they were facing a steep uphill battle trying to move to the latest Windows OS. With budget constraints and team capacity issues, they needed to find an efficient approach to modernizing their Windows application estate and mature the operations for continuous updates.

Not only did they rationalize their estate down to just over 500 applications, but they also modernized them to new formats and automatically smoke-tested them on their target platforms using Juriba's automated application packaging and testing solution, Application Readiness. Additionally, they used Juriba's migration management platform, DPC, to migrate 5,000 end users to the latest Windows OS as soon as their applications were ready.



The Results

- **80% Immediate Cost Savings By Automating Significant Packaging Work For 500+ Windows Applications**
- **28,000 Mostly Outdated Legacy And Custom-Developed Windows Applications And Drivers Were Rationalized Down To 500 Now-Modernized Applications (MSIX, Intune)**
- **Additional Savings In Reduced Licensing Spend And Total Cost of Ownership (TCO) Across The Windows App Portfolio**
- **Accelerated Windows OS Migration By Months; Prepared For Semi-Annual Service Upgrades & Evergreen IT**

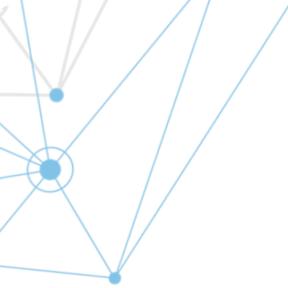
About The Company

The customer is one of the UK's largest distribution network operator and manages three licensed distribution networks in South-East England, the East of England, and London. The company maintains and upgrades power equipment, moves and connects electricity cables, and keeps the lights on for a quarter of the UK's population (8.3 million customers) in a coverage area that spans 30,000 square kilometers.

In addition, this organization is responsible for developing and maintaining the electrical networks for large, highly crucial customers, such as the London Underground, the London airports, Docklands Light Railway, and Canary Wharf.

The company employs 6,000 people in the United Kingdom. Over the next few years, the organization will be striving to undergo a transformative change that aims to decarbonize every aspect of its operations, resulting in a Net Zero carbon emission energy facilitation. This can only happen if all their employees can work productively, efficiently, and securely.





The Problem

A Historically-Grown Application Sprawl Created An Unmanageable Environment

The biggest problem that the Energy company was facing in terms of migrating to the latest Windows OS was that their application portfolio was largely unmanaged and needed to be both packaged and moved to modernized formats such as MSIX to work with Intune.

Additionally, they were dealing with a huge mess involving 28,000 applications and drivers, resulting from extensive application sprawl caused by years of Shadow IT operating without any centralized version control, security policy governance, or application lifecycle management. Previously, the company had often outsourced application development, resulting in applications of various packaging formats and without proper install documentation.

For the latest Windows OS, it meant that the project managers were stalled on application readiness, so it was hard to know where to start. And even if the team did decide that a particular application was required, the resulting work to get it ready (not to mention the time, resources, and budget) meant that the project was facing extended deadlines.

The Windows OS project team recognized that the unmanaged application portfolio would hold them back not only in their upcoming migration project but in all their Evergreen IT management activities. Having previously managed their last Windows OS migration with Juriba DPC, the team knew that rationalizing their applications before modernizing them was key in migrating quickly and efficiently.

The Problem

Outsourcing Would Have Consumed A Huge Amount Of Budget And Resource

A common solution to the application packaging problem is to utilize an outsource provider. However, because of the persistent lack of adequate documentation and installation routines, sending the applications to a third-party packaging provider would have resulted in not only the outsourcing partner sending them back for clean-up but also the internal team spending a huge amount of time on running through an extensive discovery process that includes installing and uninstalling the application, as well as creating documentation anyway.

The customer predicted that outsourcing would have still required a large internal team (15+ engineers) to do the heavy lifting, in addition to paying about £1,000 per application to get the applications packaged for distribution within their environment. Facing an increasingly inflating budget and months of work in-house to enable the outsourcer to get the work done, the only logical next step was to investigate an alternative solution.

Unfortunately, the customer's team had neither the manpower nor the skillset or tooling required to manage the process internally. They could have hired packaging resources but considering that the industry standard for packaging applications is about two to three days per package, it would have taken 10 full-time resources six to seven months to complete just the packaging alone.

A cheaper, faster, and a more automated solution was the only way that they could deliver the latest Windows OS migration project on time and within budget. The IT team knew that utilizing smart workflows and automation would not only solve their problem, but would also result in a robust, well-managed, and up-to-date Windows application portfolio for years to come.

The Solution

First and foremost, this major UK energy company looked to Juriba and Application Readiness to help them:

1. Make sense of their Windows application inventory,
2. Modernize all managed applications, and
3. Streamline the deployment and maintenance of their Windows application portfolio in the future (Evergreen testing).

Rationalized 28,000 Apps Down To Just Over 500

Using Juriba's DPC solution, the first step was to normalize, rationalize, and categorize 28,000 individual applications and drivers (many of them internally developed or legacy) down to about 1,400 by retiring the unused and replacing and eliminating outdated versions.

Then, as part of the Windows application discovery process, the distribution network operator was able to reduce the application portfolio to as few as 500 apps. This alone is a tremendous win for the company as it results in much greater licensing compliance and a significantly reduced Total Cost of Ownership across the inventory! For this project, this meant that they could easily assess which users needed which apps for the latest Windows OS and could start to prioritize the application readiness process.

Modernizing 500+ Applications Using Automation

The next step was to package the 500 rationalized applications consisting of many legacy business and internally or custom-developed apps, which meant a relatively complex packaging process. The goal was (wherever possible) to package into the MSIX format — and if that wasn't possible, then to package them to the Intunewin format - these could then be deployed to the target modern management platform, Microsoft Intune.

The Microsoft 365 and Azure Cloud Architect at this major UK energy company, recounts the conundrum:

"The time it would have taken us to create the documentation in order to get the applications ready for the outsourcer to package them would have been greater than the time it took us to run through the discovery AND packaging process with App Readiness. So, we were able to realize huge time savings there, which helped us tremendously."

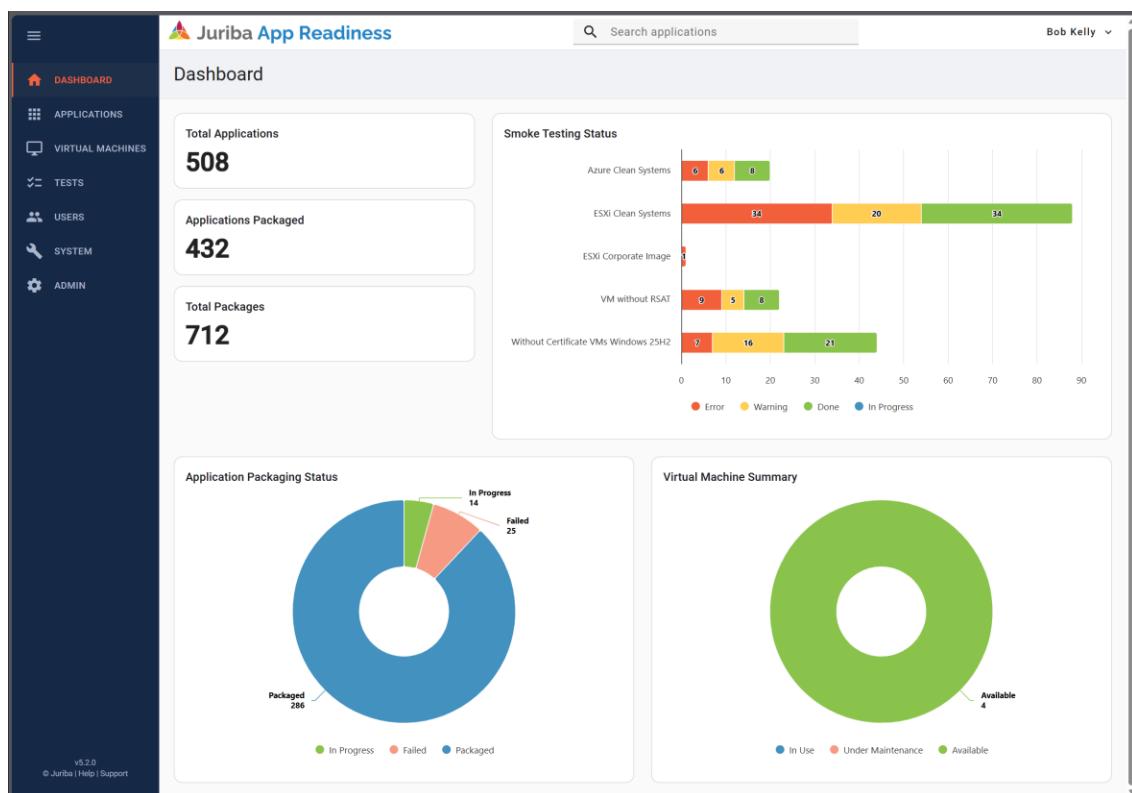
But that wasn't the only benefit. Because the packaging was so simple and straightforward with App Readiness, non-packaging resources were able to easily step into this role and package many Windows applications by themselves.

The customer mentioned that he loves how easy it is to package an app with App Readiness:

"I demonstrated the tool to a new hire and was able to package 10 applications in an hour, which is crazy! After that new hire was able to use the tool himself, he told me how he thought that App Readiness was superior to the other packaging solutions in the past."

Streamlined & Accelerated Deployment

Because of the tight integration between Juriba DPC and Juriba App Readiness, the applications' readiness status flowed right through into the project management tooling. Once the applications were packaged and tested in App Readiness, the users depending on those now-readied apps were turned green by Juriba DPC, which meant that they are ready to be scheduled and migrated.



Thanks to the command-and-control center, the team had a single pane of glass for all team members to work from. In addition, the automated email communication and scheduling management enabled the team to shave months off their initial timeline. Together with the Juriba Professional Services team, the customer implemented workflows and automation that change device and user readiness based on data that was relevant to their project.



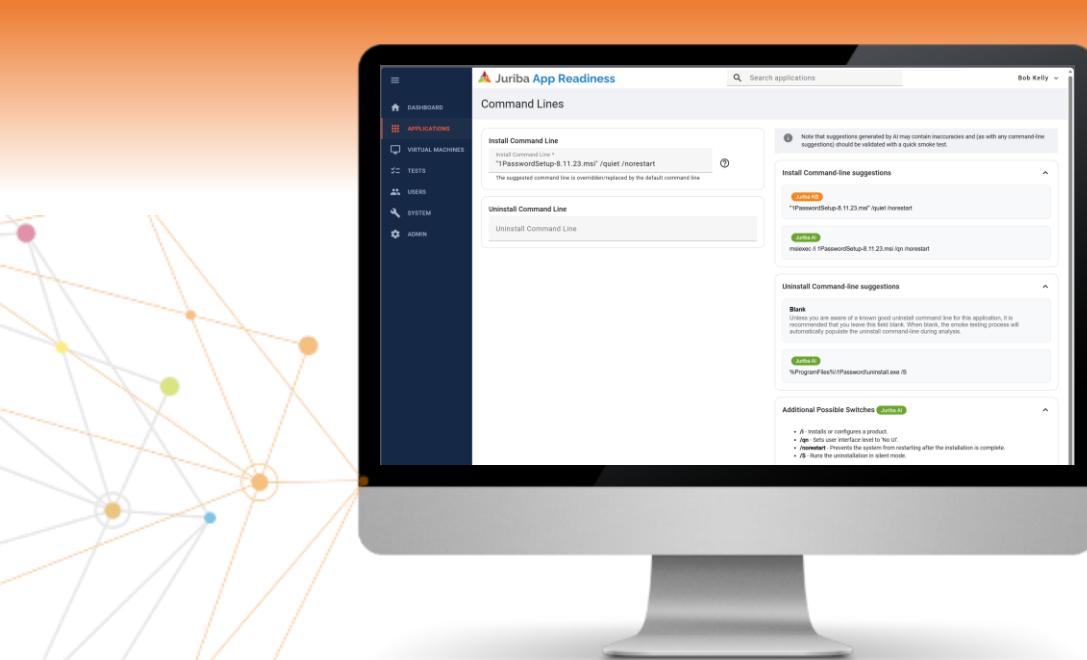
What's Next?

The customer was not only able to accelerate their Windows OS migration by drastically rationalizing their Windows application portfolio before modernizing it — but they have also significantly increased their IT agility. Instead of trying to manage 28,000 apps, the team can quickly run their 500 applications through automated smoke testing to test against any future platform, i.e., upgrading to the latest Windows OS update.

The customer is taking full advantage of the benefits that App Readiness's packaging and smoke testing capabilities provide. The Microsoft 365 and Azure Cloud Architect at this major UK energy company said:

"App Readiness's Evergreen testing is going to save us a lot of time, effort, and reduce support incidents in the future. Because we can now test rapidly as soon as we want to release a new Windows application or push a new update, we can alleviate any potential issues before releasing it to a wider audience."

But it also allows the company to quickly adapt to whatever might come down the road. For example, they are now able to take full advantage of Azure Virtual Desktop and other new virtual or hybrid technologies to further reduce costs while boosting employee productivity and Work-From-Home flexibility.



About Juriba

At Juriba we help some of the world's largest and most complex organisations orchestrate digital workplace change with confidence.

Our integrated set of solutions combines **Digital Platform Conductor (DPC)** and **Windows Application Management (Application Readiness, Application Owner)** to provide global, highly regulated enterprises with a single system of record and execution for application readiness, application lifecycle management, device and OS migrations, and continuous change.

Designed for scale, governance, and auditability, Juriba replaces fragmented tools and spreadsheets with automated workflows, real-time insight, and policy-driven control across End User Computing and Windows application management.

Trusted by global enterprises operating across multiple regions, regulatory frameworks, and millions of endpoints, we reduce risk, increase delivery certainty, and enable IT teams to operate with confidence at scale.

Because change is constant and IT is the engine that powers the organisation, it has to be executed correctly, with the end user in mind.

Juriba: Built for IT people, by IT people

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