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Head of Perm Region Government Office

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Perm Region

Office 365

case study

Introduction

- Perm city is the capital of Perm Region , Russia
- Perm stretches along the Kama river for more than 60 km near the Ural Mountains
- Perm city is the 6th largest city in Russia with the population of 1 million
- Perm region is around two-thirds the size of the UK

Introduction

- Perm city is a large industrial, cultural, educational, transport and tourist centre (international airport, railway station, river port – exit to 5 seas)

- Rich in resources

- 85 countries are the region's trade partners

- 17 state universities, 60 colleges, 3 national research universities (over 60 000 students in general)

- Perm Opera and Ballet House is world-famous for its Dyagilev seasons

My role (Makar German)

- General manager of the Perm Region Government Executive Office
- Responsible for formation of unified procedures
- Overall management on development and implementation of the Electronic Document Flow Management System
- Educational & promotional functionality

My role (Denis Mironov)

- Head of Informational Development Agency of the Perm Region since 2010
- Coordination of executive public authorities' activity in the sphere of IT implementation.
- State and municipal services transormation to electronical forms
- Implementation of unique ID cards
- Supervises centralization and development of IT services of the executive public authorities of the Perm Region.

Challenge

- ✓ Different mail, audio/video-conferencing, instant messaging systems were used– no standatization
- ✓ 100% customer support was outsourced, different partners
- ✓ Different support, SLA level in different ministries

We were ready to move to cloud platform and choose one of the vendors (Microsoft, Google or local partners).

But few more challenges were:

- ✓ Compliance question with the Russian Federal Law, as it states that sensitive information should not be stored outside the Russian Federation
- ✓ Quick & smooth migration from on-premise to cloud
- ✓ Training delivery to our employees during the migration

Goals

- ✓ Move from CAPEX to OPEX

- ✓ Ability to forecast IT expenses (count $$ for one desktop)

- ✓ License compliance

- ✓ IT standardization & unification

- ✓ Ability to use new technologies with minimum time to deploy

- ✓ Spend more time/resources on innovation than on managing

Solution

✓ Piloting Microsoft Office 365 for 250 seats (Executive office)

✓ Testing/comparing with other vendors

✓ After successful pilot we decided to move **2000** seats to Office 365 E3 plan with Microsoft Exchange, SharePoint and Lync inside

✓ Microsoft Cloud Vantage premier support services provided great level of support:

• Deployment assist

• E-Learning for employees
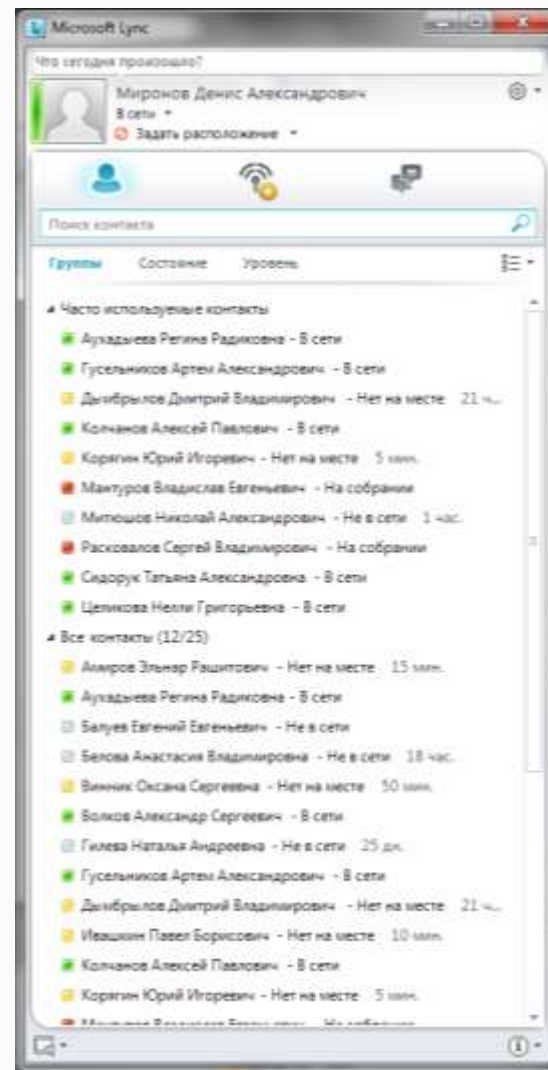
Benefits

- ✓ Unified, enterprise-level mail solution
  - • ActiveSync ready to sync with our smartphones, ipads, etc
  - • High level security (as all connections are encrypted)
  - • SLA with guaranteed uptime
- ✓ Latest version of IW application(Portal, Mail, I/M)
  - • Lync & SharePoint & Exchange

- ✓ Modern technologies demonstrated us value of desktops upgrade to Office 2010, and most XP workstations were also migrated to latest OS (Windows 7)

- ✓ Hybrid installation let us use old calendars from Exchange 2007 together with new ones from O365 simultaneously

Future and Conclusions

✓We realized Microsoft not only as a software vendor but a reliable partner in cloud area

✓While developing current SharePoint site our future step will be extending number of Office 365 seats until we cover all of the Perm (region)

Thanks!