



Overview

A global leader in international forwarding, Kuehne + Nagel delivers integrated solutions across the supply chain that turn companies' logistics challenges into real competitive advantages. Founded in 1890, Kuehne + Nagel now has more than 53,000 employees at 850 locations in more than 100 countries and is also ranks among the top three worldwide contract logistics players following its 2006 acquisition of ACR Logistics.

Situation

Kristen DeFrancesco, Kuehne + Nagel's Help Desk Supervisor based in Naugatuck, Conn., was tasked with migrating some 2,500 PCs based throughout the United States from several older Microsoft® Windows® domains to a single, corporate-wide domain. Recognising that this task could rapidly backfire if an unreliable, untested or difficult to use workstation migration tool was used, Kristen contacted several organisations to obtain evaluation copies of their products. "From the very start I was impressed with ForensiT," said Kristen. "Whenever I picked up the phone, they were on the other end ready to answer my questions and provide me with the support and advice that I wanted. This was pretty impressive, especially considering the 5 hour time difference."

Kristen needed to address several issues, the most important being that she needed to migrate each complete office in one operation. Working against some fairly tight deadlines, Kristen concluded that ForensiT's User Profile Wizard (UPW) was the solution that would exactly meet her requirements. "UPW appeared to be easy-to-use and would allow me to create scripts, send them ahead of time to each targeted PC and then fire off a command to run the scripts in the evening or at weekends," she added. "It was far more user-friendly and much more intuitive than the other solutions that I evaluated. Even Microsoft's Active Directory Migration Tool (ADMT) offering couldn't deliver the combination of easy-of-use and capabilities that UPW delivered."

Domain Migration

KUEHNE+NAGEL**Solution**

Over a period of 45 days, Kristen successfully migrated Kuehne + Nagel's 2,500 plus PCs to the new domain. Thanks to the intuitive features and ease-of-use of UPW, the scripting part of the process was surprisingly easy and according to Kristen took perhaps half a day to complete. And the ability to develop the scripts, send them to all PCs and implement the change using a centralised command made the entire process safe, secure and completely error free.

"I didn't encounter any problems whatsoever," added Kristen. "UPW was extremely easy to use and combined with ForensiT's highly professional support, turned what could have been a complex and time-consuming project into a smooth and simple operation.

Outcome

Kristen was able to complete Kuehne + Nagel's entire U.S. domain migration project on time and within budget. The use of UPW meant that the company did not have to bring in expensive consultants to implement, manage and oversee the changeover, and did not have to divert other help desk staff from their core duties to assist in the project. Each office migration went smoothly with no reported problems – indeed many office-based staff were unaware of the migration.

- Easy to use interface makes script generation a simple and intuitive solution.
- Workstations and PCs can be migrated to new domains remotely with complete safeguards for individual data and settings.
- High level support from ForensiT exceeded Kuehne + Nagel's expectations and helped make the entire project completely painless.
- Migration project completed on time without the overheads associated with external consultants.
- Day-to-day activities of help-desk department unaffected by project
- Users throughout the US reported no problems associated with the domain migration.