

A Successful Technology Transformation for a Growing Western Digital

In helping build a digital transformation strategy to consolidate three global technology leaders, Managed Solution successfully migrated 30,000 users in 30 days, made the switch from AWS to Azure and Slack to Teams, resulting in \$5M in savings.

Background

In a landmark merger, Western Digital undertook the integration of two major technology leaders, Hitachi and SanDisk, to fortify its position as a leading provider of data storage solutions. This merger set the stage for a comprehensive assessment and restructuring of the IT infrastructure to ensure seamless operations and enhanced efficiency across the newly formed conglomerate.

A few years ago, Todd Stewart, CIO at WD, was tasked with finding a way to “SaaS-ify” the organization; denoting a shift away from traditional IT infrastructure towards a more holistic software-as-a-service (SaaS) model. This transition was critical, considering the increased efficiency, scalability and flexibility offered by SaaS applications. Despite the numerous potential benefits of SaaS, including scalability, ease of use and cost-effectiveness, converting a complex operation such as the newly formed WD company was a significant challenge. There were concerns over security, data sovereignty and the sheer complexity of merging diverse IT infrastructures without disrupting the company's daily operations.



Western Digital

Industry: Computer storage
Headquarters: San Diego, CA
Annual Revenue: \$11.3B

Western Digital (WD) is an American provider of data storage solutions and one of the world's largest manufacturers of hard disk drives. As a Fortune 100 company, WD serves over 150,000 members globally.

\$5M

in savings

30,000

users migrated in 30 days

 
AWS → Azure

 
Slack → Teams

The Challenge

- Over 52 separate Active Directory Instances
- Untrusted Domains
- Legacy on-premises infrastructure
- Active/Inactive accounts
- Disparate Microsoft agreements in addition to old licensing
- No centralized datacenter or asset management software
- Inadequate compliance-oriented deployment capabilities
- Inconsistent processes across departments

Getting Started

When WD contacted Managed Solution about acquiring two companies, a global readiness assessment was performed to get a true picture of how the companies could fit best together. Active Directory infrastructure and identity platforms as well as existing Microsoft 365 tenant existence were reviewed to strategize on the best approach to support the organizational merger. And to ensure the project's timely success, dedicated staff was assigned.

After the assessment, the plans were put into action to begin consolidation of Active Directory and Microsoft Cloud environments, including integration and centralization of System Center for building a management platform for domain and patch management. This new consolidated infrastructure resulted in tight integration between two previously fragmented organizations, Hitachi and Western Digital, together within a quick 30-day timeframe.

The Western Digital organization also tasked Managed Solution with enabling an effective single sign-on (SSO) solution with goals at reducing user logon and reconnection times. At the time, each of the organizations were leveraging separate SSO authentication platforms, which brought the opportunity to implement Azure SSO. This culminated in the merger of 75,000 users across the globe—including North America, Malaysia, China and several European sites—all in 30 days.

The successful implementation of true SSO resulted in a streamlined login experience for 75k users across the globe.



Shortly following, SanDisk came into the Western Digital/Hitachi Global fold and Managed Solution was called to produce a readiness assessment to integrate SanDisk into



the global Western Digital infrastructure. We worked on Active Directory to data center automation, image deployment, O365 integration (which they already used), incorporating true mobile device management and Active Directory Federation to Azure Active Directory, with one of the components being EMS.

True Central Identity and Ultimate Cloud-Based Consumption

The pay-off? The creation of a single Active Directory synchronized infrastructure involving both on-premises and cloud platforms for over 150K members and a trusted infrastructure where identities can be managed from the data center all the way to the mobile device. Intune, Entra ID, Exchange and Document Collaboration—there really isn't a tool within the Microsoft stack that they don't use!

Microsoft Cloud Decision Saves the Customer \$5M

Managed Solution also successfully transitioned this enterprise customer to operate under a Cloud Solutions Provider (CSP) from an Enterprise Agreement for their licensing, enabling them to be more agile in terms of licensing provisioning / de-provisioning and the ability to right-size licensing costs with their dynamic workforce. The CSP solution provided cost savings of \$2.5M in the first year and a total of \$5M since the start of work.



Microsoft Solutions

- Azure Rights Management
- Microsoft Office 365
- Intune
- EMS
- System Center Configuration Manager

The Numbers

Over the past two years, Managed Solution has saved Western Digital \$500M and they now exist as a true cost-by-user environment, saving over \$1M annually by utilizing a pay-as-you-go consumption-based model. Our top Azure consumption customer is a true example of a successful acquisition, utilizing the full stack of Microsoft technology to drive tangible business outcomes and true digital transformation.

Western Digital is now fully utilizing the entire Microsoft 365 platform. By shifting to a SaaS model, they have reduced the complexity of their IT infrastructure, and brought about measurable improvements in productivity, security and cost-efficiency.

Top Microsoft Partner Designations



Why entrust your project to Managed Solution?

With a proven track record of thousands of successful cloud migrations and a steadfast commitment to customer satisfaction, you're in the capable hands of our skilled architects. We guide your Microsoft Cloud Migration journey with precision and expertise.



ABOUT

We're technology enthusiasts with a people-first approach. For over two decades, we've witnessed the profound impact that the right technology and support can have on businesses and individuals. Success, to us, is seeing our clients, partners, and team conquer challenges to achieve their greatest goals and build lasting connections. This relentless pursuit of inspiration drives us forward, pushing us to deliver innovative solutions that empower growth and lasting success. www.managedsolution.com   