

Learn iT!

CitiApartments' Office 2007 Migration success

"I have been in the IT field for years and have witnessed many migrations, but this [Office 2007] migration was the most seamless I have ever done." – Lauren Donovan, IT Director, CitiApartments

Situation:

[CitiApartments](#) is a San Francisco-based real estate company, specializing in hassle-free rental and moving experiences for their clients. The company has been around for over 50 years and owns over 5000 apartment units throughout San Francisco's 7x7-mile perimeter.

With their business rapidly growing, they had to hire more employees and purchase new computers for their new hires. They soon faced an IT dilemma with incompatibility and technical issues as different departments were running different operating systems. To compound the situation, the fleet of machines for new employees came pre-imaged with Microsoft Office 2007. Document corruption soon became commonplace and CitiApartments' IT team noticed a dramatic increase in help desk calls as a result.

Solution:

Knowing that a company-wide migration to Office 2007 was their only solution, Lauren Donovan, Director of IT of CitiApartments made it her objective to find a learning solutions provider that could offer seamless, customized training for CitiApartments' 145 employees. She wanted users to attend the training and return to their computers with Office 2007 already imaged. She was considering a couple of companies but chose Learn iT! for their reputable track record in providing customized, quality training.

Working closely with her Learn iT! account manager, Donovan and her IT team determined the flow of the training, created a customized curriculum consisting seven 2 ½ hour sessions. Learn iT! then implemented curriculum plans, instructor schedules and executed the training at CitiApartment's office headquarters within 2 ½ days. - A huge feat since as training and migration were deployed during Thanksgiving week.

While attendees were at their designated sessions, Donovan and her IT team went to each employee's desk and upgraded their machines to Office 2007. Once students returned, they were able to immediately utilize the software and did not suffer from downtime because of the learning curve.

Students left enthusiastic and excited about the new OS. They learned helpful tips and tricks on how to save time and be more efficient.

Result:

As a result of CitiApartments' Office 2007 training and migration, Donovan estimates help desk calls and IT related issues have dramatically decreased 80%.

Overview:

Customer: CitiApartments
Number of Employees: 145
Location: San Francisco, CA
Industry: Apartment Rental & Housing
Solution: Company-wide Office 2007 Migration

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