How Microsoft does IT ?
DSI et Innovation Technologique

Séminaire Aristote
Ecole Polytechnique
3 Décembre 2015

Patrice TROUSSET - Microsoft IT

Patrice Trousset
CIO Microsoft (@ptrousse)

2005

2013

70%

of Fortune 1000 enterprises are gone since the past 10 years

Microsoft today

NOKIA

yammer™

4 Year Wild Ride

Launched September 2008
Acquired by Microsoft in July 2012

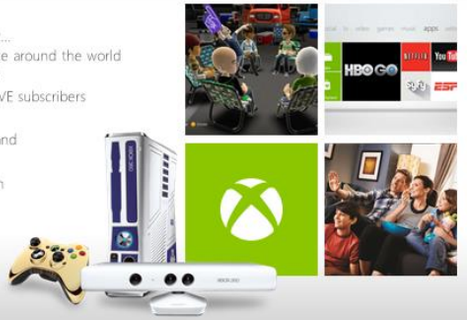
Grew Virally

7M users in 200K companies
Adding over 250k users a month

Sales Growth

Year 1 - $1M
Year 2 - $7M
Year 3 - $21M
Year 4 - $56M

- Xbox
  - A long term commitment...
  - Now the console of choice around the world
  - >66 million consoles sold
  - Nearly 40 million Xbox LIVE subscribers
- Entertainment hub
  - Live TV & video on demand
- Beyond gaming
  - Avatars, Bing voice search
- The Kinect Effect
  - >18 million sensors sold
  - Just the beginning



Server, Tools & Cloud

- Cloud on your terms
  - Public cloud and private cloud
  - Best management of hybrid cloud
  - Building on existing investments
- Windows Server
  - Physical, virtual, cloud
  - Best-in-class performance
- Windows Azure
  - Business class
  - Richest high-level services
  - Support & opportunity for all developers

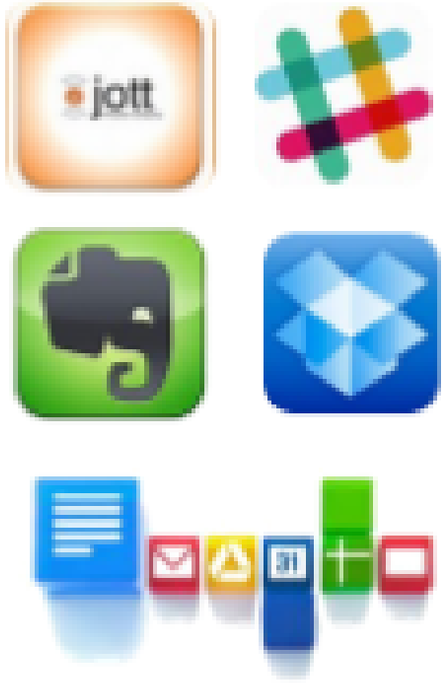
What do we hear from end-users ?

“E-Mail and FileShares are not sufficient and out-of-date !”

- Smart devices
- Enterprise Social
- Presence Information
- Enterprise Search
- Real-Time & Self-Service Data
- Online Services & Storage
- Privacy & Security

Bring Your Own Service

BYOS



80%

of employees use unapproved apps at work

50%

of apps introduced by employees are later adopted by IT

Source: IDC, November 2014 forecast

Microsoft IT as a „real“ customer

Potential Similarities

- Security, Cost Reduction, Compliance and Privacy are our Top Priorities
- Too much work, too little time, often reactive
- The Challenge of Consumerization of IT
- High Target for Security Attacks
- IT Business Alignment, Prioritization and Partnership

Potential Differences

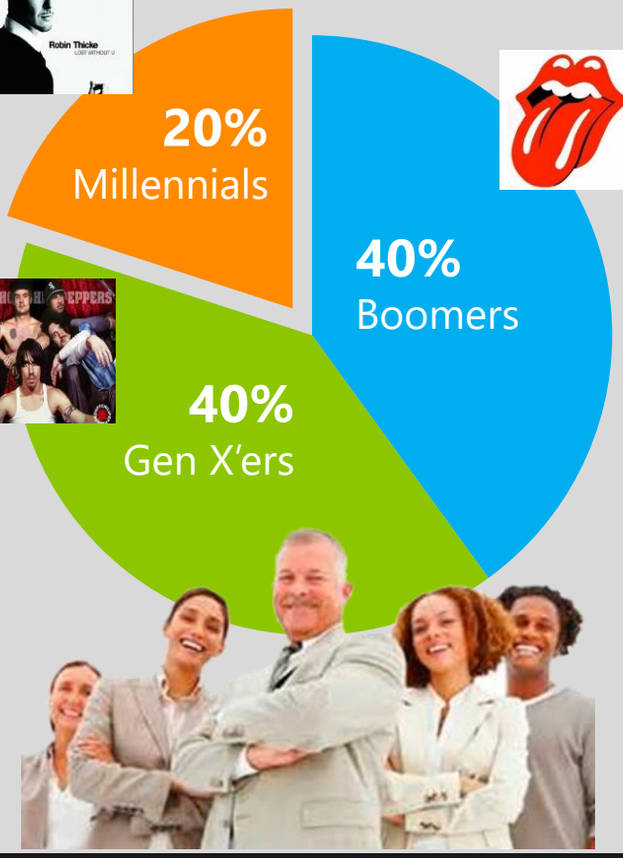
- Being Microsoft’s First and Best Customer
- Running an Enterprise on Beta Release Software
- Moving from a Code Centric to a Data Centric Organization
- Software deployment more than once, Continuous Delivery
- User Experience & Self Service Model
- Consolidation, centralization, standardization done

Microsoft IT Scope and Our Workforce

We are global…

110k+ Employees…
in 119 Countries
Across 880+ sites
with ~60k non-U.S. Employees

We are multi-generational…



… and connected

1.2M devices hit the Microsoft network
150k devices sync via Exchange Active Sync
90k Yams past 7 days
15k iOS
10k Macs
12k Android

Microsoft IT Environment

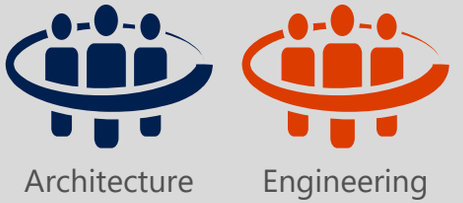
Employees | Site locations | Managed Line of Business apps | Devices hit the Microsoft network | Security events recorded daily

LOB apps using IaaS or PaaS | Managed Windows 10 systems | Mailboxes on Office 365 | Monthly recurring users of Power BI | Sales team using CRM Online | 97% SharePoint sites in the cloud | Skype for Business calls/ month

Organization evolution: Microsoft IT

Decentralized
Business Unit IT

Centralized, aligned, and **standardized** functions



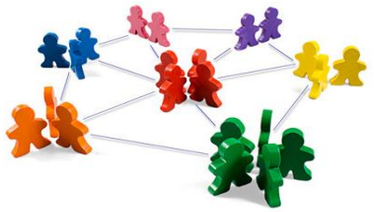
Business processes

Shared services & platforms

Cross-IT Functions

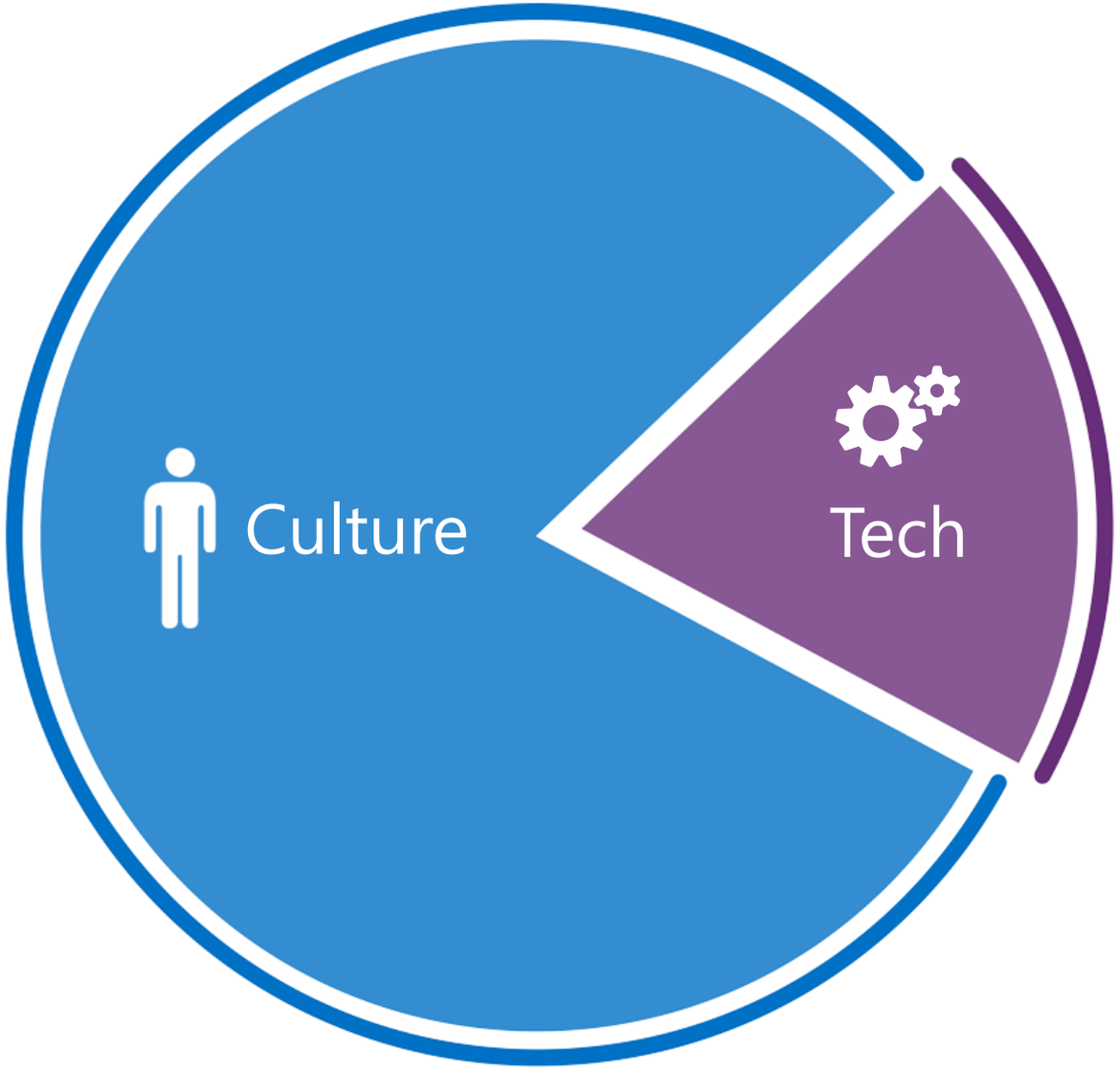
Agility (DevOps)

Real-time IT



←2005 | **2005-2010** | **2010-2014** | **2014 →**

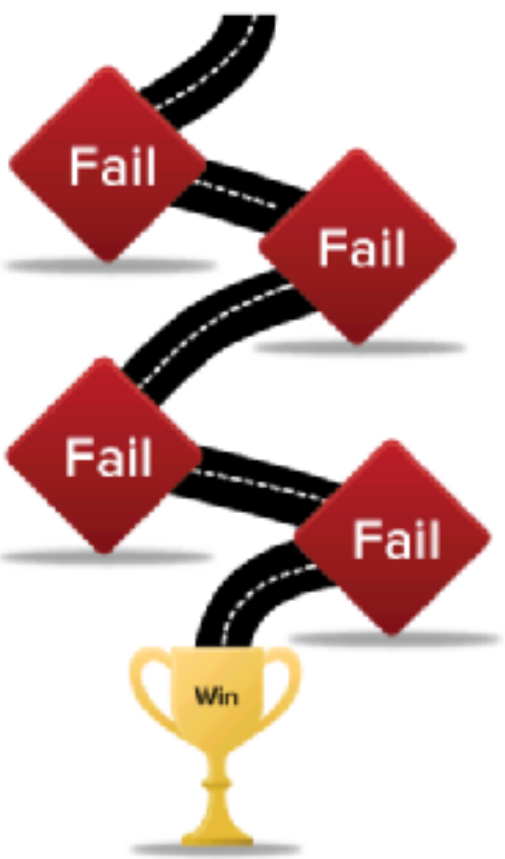
Transforming Culture + Deploying Technology



"Social Enterprise is implemented 80% through organization culture and 20% through technology."

- Gartner, September 2012

Packing for Your Journey: The Mindset



What we kept in mind to move forward ?

Stop doing

Waterfall projects

Think Apps « 0 de

Ignore Mega Tren

combination (bre

Continue

Refresh infrastructure and services capabilities to be digital-read

Data managemen

Manage Security

Start doing

Introduce/strengthen two speed approach

IT People Mindset change & capabilities

Everything starts with **USER experience** & **DATA management**

How we were rethinking MSIT?

FROM	TO
TECH-FIRST	USER-FIRST
COST EFFICIENCY	PRODUCTIVITY
LOCKED DOWN	EASY TO SHARE
PROPRIETARY	OPEN STANDARDS
IT DICTATES	IT ENABLES
DESKTOP-FIRST	MOBILE-FIRST
HEAVY SECURITY	TRANSPARENT SECURITY

How Microsoft IT generate value to the business

9 Basic User Experiences

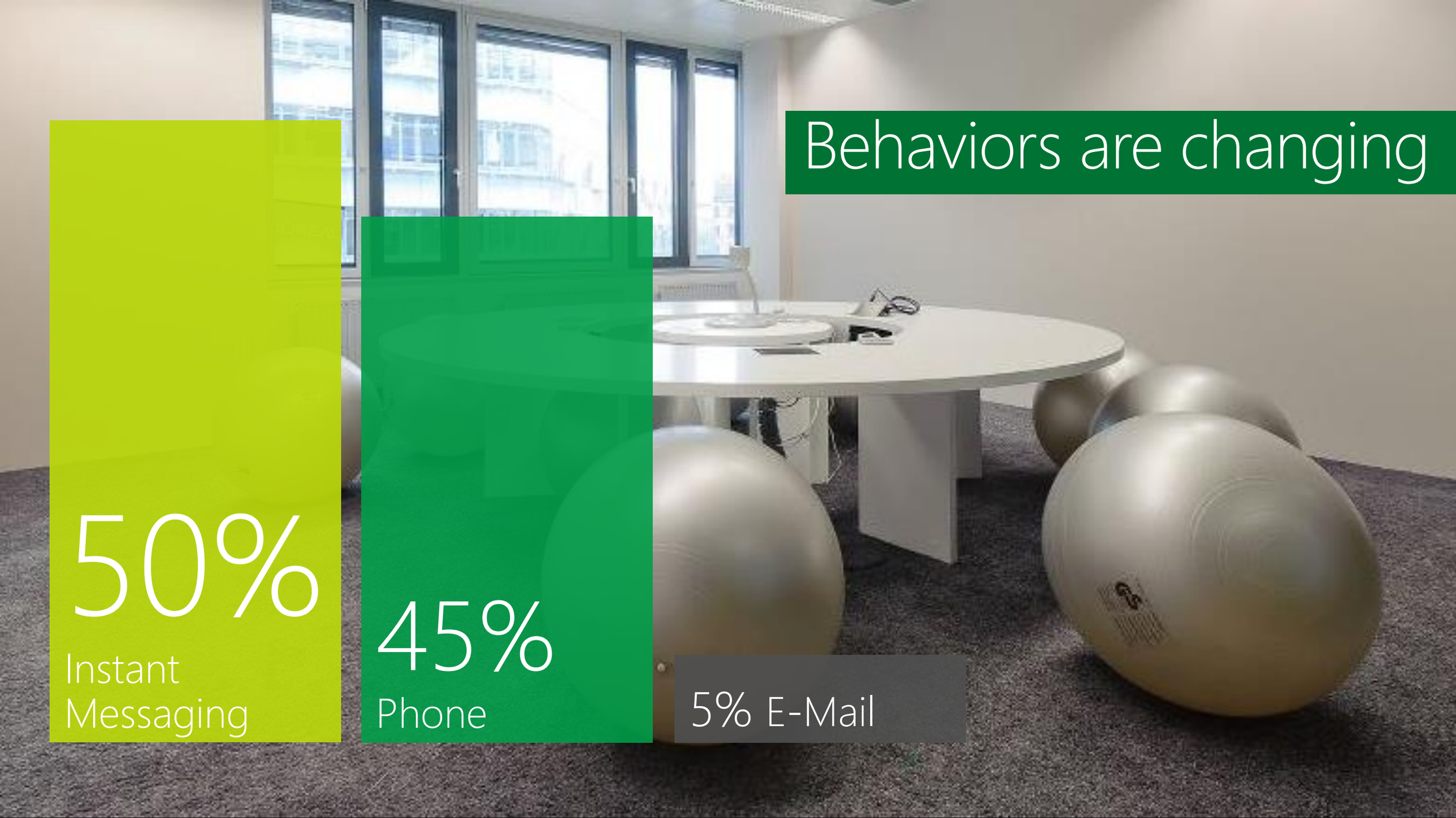
- UX1 Network Performance
- UX2 Corporate Network Access
- UX3 Client Computing
- UX4 IT Relationships
- UX5 New Employees
- UX6 Helpdesk Support
- UX7 Productivity Training
- UX8 Enterprise Voice
- UX9 Business Applications

4 mega trend to deploy digital & ultra-mobility

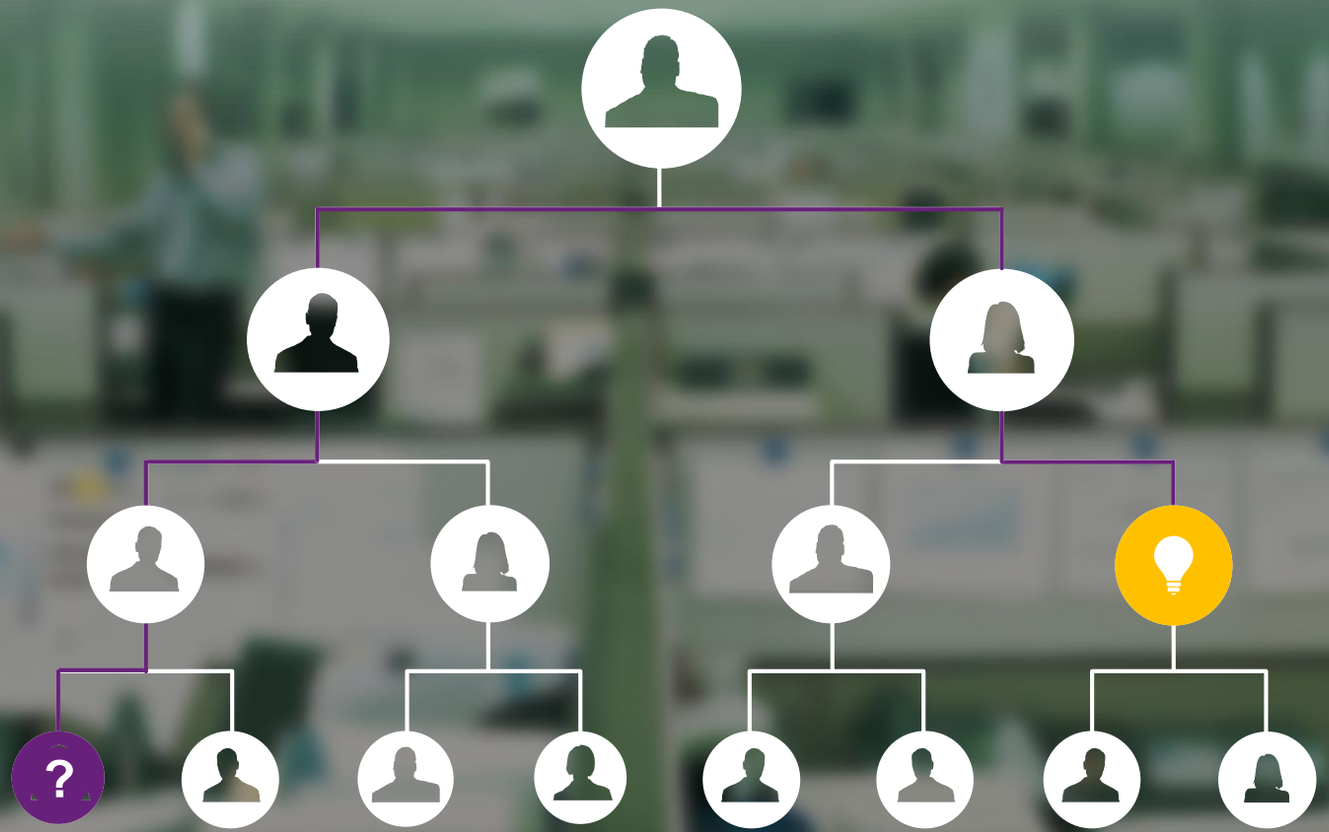
- Mobility
- Social
- Cloud
- Big Data/BI

Accelerate digital work style

- Paperless
- Business Process Digitization
- Virtual meeting & Social
- Online Cloud Storage
- Any Device (Corp/BYOD)


Behaviors are changing
50%
Instant Messaging
45%
Phone
5% E-Mail

Focus on breaking silos for better agility



#worklikeanetwork

The Collaboration Transformation

Organizational silos

Disconnected employee engagement

Connected enterprise

Connected employee engagement

19%
E-Mail
Reduction
22%
Less
Attachments
49%
Lync
Meetings
60%
Active Users
In Yammer

MSIT as a Startup – Garage IT idea - Hackathon

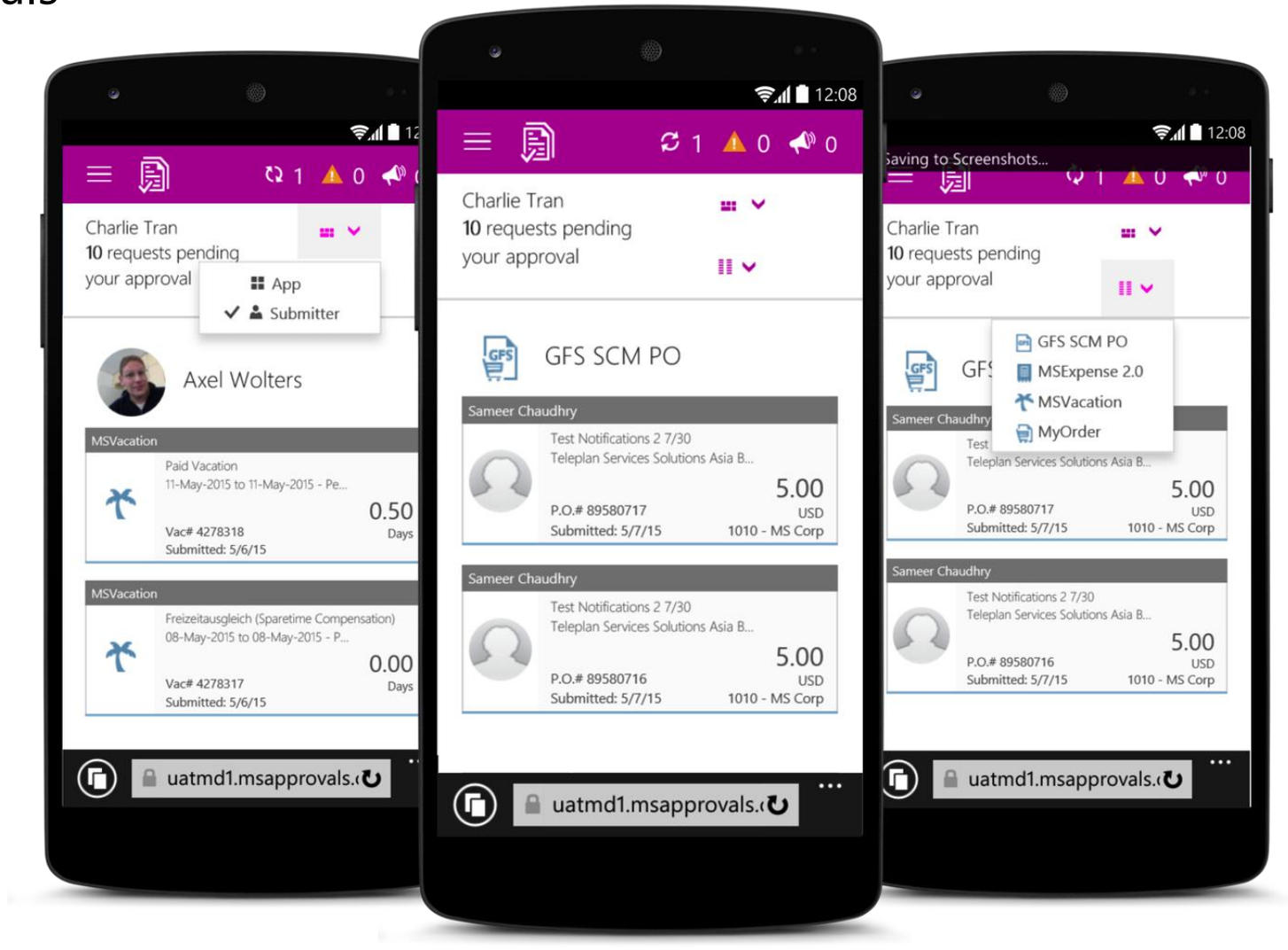
New World of Work : Where are my colleagues ?

- Flick right once to the Find People screen
- Find People displays the list of your favorite contacts
- The last connected location and time will be displayed under the contact's name if they are checked in

- Click on the button to see where that location is on the map marked as

MSIT as a Startup – Garage IT idea

Microsoft Approvals



Microsoft IT

Le Portail d'Entreprise
Une nouvelle façon de déployer les applications

Toutes les app ›

Applications proposées

Parcourir par catégorie

Amendment App
Microsoft (Internal)

Windows Apportal
En cours d'installation

Org Viewer
Microsoft (Internal)

Field Dashboard
Installé

MyTLI
Installé

GMO Sales Insights
Microsoft (Internal)

Consumption Engagement Tracker
En cours d'installation

Virtual Smart Card Certificate Manager
Microsoft (Internal)

Triton
Microsoft (Internal)

Windows Apportal

Patrice Trousset

Microsoft Field Leaders Experience

Field Leaders

My Favorites

Refresh

Settings

Feedback

ver. 3.3

Microsoft

SMSG Operating Mechanism

Subsidiary Scorecard

Market Share - Compete

MSI Scorecard

RevSum

P&L

Business Segment Scorecard

Customer Insights

TLI

MyTLI

TLI vs Min Expectations

TLI Leader View

Sales and Biz Mgmt

Next Quarter

108.6 %

Pipeline Coverage

Next Quarter

$0

Opportunity Mov...

BIF

Next Quarter

$21.9M

Top Deals

SMSG Standard Pipeline Reports

SMSG Slipped Deals

Partner Management

Partner Insights

Partner Sales

Device

Windows Devices Reporting System

Windows Phone Devices Reporting

Consumption

Consumption Guide

Consumption Summary

Cloud Uptime

Consumption RoB Reports

Compensation

Resources

The Hybrid Model

Scenarios and mecanisms

Public Cloud

Cloud Applications

Azure Service Bus

Third-party

Third-Party App

Azure Connect

Identity Integration

Third-Party Firewall

Firewall

Identify Federation Server

On-premises Infrastructure

Private Cloud Applications

On-Premises Apps

Identity Server

External Sources (Big Data, Open Data, Social Networks)

Source: Microsoft IT

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Microsoft

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