

# CFL has chosen Telindus Training Institute for the support of its Office 2010 migration project



This project had a strategic character for CFL and was therefore accompanied by a vast internal communication plan. With potentially five million files that could cause problems during the migration and the associated format change, CFL had to make the right choices to ensure that this project would take place in optimal conditions. CFL had to choose a partner able to support it through each stage and to integrate itself in the general migration plan. Among the various actors present on the Luxembourgish market, the Telindus Training Institute quickly imposed itself as the specialist capable of responding to CFL's challenges.

## **The challenge :** carry out a prompt flawless Office migration

CFL aimed to operate an optimal "Office 2003 to Office 2010 Migration" without impacting business. A 4-month schedule had been set up so as to migrate Office to the 1,600 workplaces. Moreover, Office 2010 information sessions had to be carried out for all employees in compliance with the deadlines.



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## The Telindus Training Institute solution : a realistic and effective approach adapted to the CFL challenges

The Telindus Training Institute immediately distinguished itself by proposing to focus primarily on the "critical" files, so as not to migrate all files to the new Office 2010 version. This, thus, secured adherence to budget and timing.

After a thorough referencing by all users, 600 "critical" files were identified and were each the subject of a complete audit.

Furthermore, Telindus has realised a customised presentation including Office 2010's major new features and the impact of the associated format changes. Several trainers took over of these information sessions for the CFL employees by proceeding by small groups during the migration process. They also ensured the assistance and coaching throughout the entire migration project.

In the end, the Telindus approach, which consisted in the exclusive treatment of the "critical" files, proved to be the most convincing one both in terms of the concerned documents targeted management and of the respect of deadlines and the support for the employees.

## The result: a beyond expectations successful Office migration

The migration project unfolded more quickly and easily than expected by the CFL IT team. The "critical" files were corrected, thus allowing an optimised migration. The set budget was mastered and turned out to be lower than initially planned thanks to the solution proposed by the Telindus Training Institute.



From left to right: Philippe Henrion, Department Manager, CFL  
Noémie Turpain, Sales Training Consultant, Telindus Luxembourg

## The company's benefits:

- An efficient migration with optimised costs
- Satisfied employees
- A successful change management

## CFL in a Nutshell

The Société Nationale des Chemins de Fer Luxembourgeois or CFL, was created in 1946 with the mission to operate the Luxembourg railway network.

With all of its subsidiaries, the CFL Group currently counts about 4.000 employees. Its mission is the national, cross-border and international transportation of people and goods (freight) by rail and/or by road.



*"By offering an optimised migration of our data and by taking an anticipated upstream scenario into account, Telindus has enabled our employees to pursue their daily mission without the quality of their work being impacted."*

**Philippe Henrion**  
Department Manager, CFL



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