

Enhancing Company Communications

The Kraft Heinz Company is the third-largest food and beverage company in North America, formed in 2015 through the merger of H.J. Heinz and Kraft Foods.



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Microsoft



Adding Flavor to the Internal Communications Platform

Prior to the 2015 merger between Kraft and Heinz, Heinz determined that it needed to upgrade its communications capabilities. The company is a global leader in the consumer packaged goods food industry, and its communications platform needed to be substantially upgraded in order to continue to provide employees and customers the services they required. The company decided that Microsoft Office 365 ProPlus would offer substantial benefits in meeting this need and wanted to roll it out quickly.

Microsoft engaged Perficient as its partner of choice, and Heinz used Click-to-Run to deploy the solution. Click-to-Run is a Microsoft streaming and virtualization technology that reduces the time required to install Office and allows users to download and use an Office product before the product is fully installed.

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Pouring on New Collaboration Capabilities

Perficient had previously assisted Heinz with migrating its Microsoft Lync Server environment to Skype for Business Online. Heinz used its existing Microsoft System Center Configuration Manager solution to push Office 365 ProPlus to users, including employing the proper language pack for employees internationally.

Perficient worked with Microsoft to roll out Office 365 ProPlus to 14,000 users across 92 countries.

- Deployed Skype for Business so that employees can communicate across the globe with voice, video, and desktop sharing.
- Implemented OneDrive for Business so that all employees can freely share files without worrying about version control or backup.
- Executed side-by-side configuration (enabled by Click-to-Run) for all employees so that they could continue to work and use Office 2010 during the transition. This allowed for nearly zero downtime and the ability to see if any issues arose during the migration.

Results



Savoring the Savings

Working with Perficient and using Click-to-Run to roll out the Office 365 solution quickly, Kraft Heinz is poised to take full advantage of the advanced communication and collaboration benefits of Office 365 on a global basis. Standardizing on a single communication platform across the entire organization will bring both efficiencies and cost savings in the near and long-term.

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Perficient brought an enormous amount of expertise to the project. They helped us prepare our environment and make the right decisions to deploy quickly and successfully.

-Tim Bouris, Senior Project Lead, The Kraft Heinz Company

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