

TRANXITION
HOUSTON★CHRONICLE
CASE STUDY

MIGRATING KNOWLEDGE WORKERS AT THE HOUSTON CHRONICLE.

FEATURING TRANXITION MIGRATION MANAGER

A TOP MEDIA ORGANIZATION IN THE US, THE HOUSTON CHRONICLE IS THE KEY SOURCE OF NEWS FOR THE STATE OF TEXAS. NEWS IS AN INFORMATION PROFESSION. WITH 2,000 KNOWLEDGE WORKERS, THEY NEEDED A PROVEN PC MIGRATION SOLUTION WITH GREAT SUPPORT.

The Houston Chronicle is the most important news source in Texas. There are over 2,000 employees, journalists, copy editors, production staff, delivery crews. It's a well-oiled machine.

The Chronicle turned to Kommar solutions for their migration. Kommar solutions provided eight technicians and a manager to plan, manage, and deliver the migration for the media group.

Business Challenge: Writers and editors absolutely depend on their contacts, dictionaries, settings, and preferences in order to be productive for their businesses. If a knowledge worker loses their persona, a vast amount of knowledge is lost in the process. Productivity falls, quality falls, sources are lost. It's a big deal. A migration for a media group requires better than 99% reliability, and other solutions often fail to get above 71% in the case of free solutions, or 90% in the case of commercial ones.

To migrate these users, Kommar turned to Tranxition because the company's reputation ensuring that all of its customers's personal data are migrated properly.

Joe Baird, of Kommar, sums up the challenge this way: "When I took over the project, there was already a concern about trying to perform manual migrations by using just a backup solution, in other words, just pulling over the files. When we did that, we found we were spending an hour to two hours performing the backup and restore and then tinkering with the PCs to get everything right. I then heard about Tranxition and hoped that it would offer us a better choice, and it turned out to be really helpful. It handles an unbelievable number of settings; its kind of like a form of magic."

But before Tranxition arrived, the main problem pointed out by IT was the disappointment directed towards the IT staff by dissatisfied workers after the migration. Desktop services professionals say, "we work for years building respect and then we go through a migration and lose it all." Baird says, "the biggest problem was moving the personality settings, and it took more than an hour, and left a lot of unhappy users."

The main reasons I chose Tranxition were the product features, as well as the 'over the top' quality of the support. We looked at other vendors and they kept pushing suites and priced it out of our budget. "Tranxition offered better support and fixed immediately any problems that we found. In one case, another vendors bad support kept them from getting to a price discussion."

Another solution they considered was USMT, but they found, "when we did the math, we determined that the amount of hours we would spend editing scripts would make USMT too expensive. You'd think you would save money using a "free tool" but that's often not true." The pilot lasted six weeks. The end result? "We are very satisfied with the product and the support and would recommend Tranxition's technology to others and use it at other clients."

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About Tranxition

Tranxition delivers excellence in software and services for our corporate customers and partners. We enable IT to complete flawless migrations every time.

Tranxition Corporation
516 SE Morrison Street
Suite 242
Portland, OR 97214
www.tranxition.com

TRANXITION

503-688-5046 Option 2 Sales
503-688-5036 Option 1 Support