

# BRITISH AIRWAYS CHOOSES 1E AND MICROSOFT

Submitted by: Nelson Bostock Unlimited

Thursday, 14 November 2002

---

SMS selected to ensure software upgrades are quick and effective for BA

November 14, 2002: 1E, the Microsoft Windows infrastructure management consultancy today announced its latest deal with British Airways.

The contract involves the design and implementation of Microsoft's Systems Management Server (SMS) from the beginning of 2003, to manage and reduce costs involved in software distribution and inventory control across British Airways' 25,000 PCs at over 400 locations across the world.

Graham Watson, BA's Implementation Project Manager for SMS at British Airways commented: "The tailored technology solution that 1E and Microsoft have developed is practical, cost-effective and innovative. One example of this, 1E's SMSWakeUp system which integrates Wake-on-LAN technology with SMS, means that even when PCs are powered down, we can remotely turn them on so that they can receive software updates." On a recent project with a leading bank, 1E enabled the client to achieve 100% software distribution success through the use of the SMSWakeUp solution.

British Airways is implementing SMS as a key component of the programme, which comprises several streams including a complete refresh of its PC estate. This will update PCs running Windows 95 to easy-to-support Windows XP. The programme is intended to significantly reduce total cost of ownership for British Airways, achieved in part by imposing 'lockdown' on PCs, which will enable a standard method of distributing software upgrades across the network. SMS has been chosen for this task and will replace the existing Tivoli system.

Sumir Karayi, Managing Director of 1E, added: "1E has a proven track record in designing and implementing agile infrastructures for large organisations whilst providing real ROI. We were chosen to work on this project because of our focus on technical excellence and our belief in ensuring skills transfer to the client team. British Airways will soon be able to successfully update software anywhere in the world, resulting in huge savings in cost, time and productivity."

Paul Randle, Server Solutions Marketing Manager at Microsoft, expanded on this SMS solution: "British Airways saw an opportunity to reduce its software upgrades and fixes remotely, raising the productivity of developers and IT support staff. Randle added: "Companies such as British Airways are always looking for a smarter way of working to manage their IT systems and are finding Microsoft's SMS to be the perfect answer."

Randle added: "After choosing to implement SMS globally, British Airways chose 1E to deliver the project under tight deadlines. 1E has earned a solid reputation at Microsoft for their technical expertise in the Windows Management space, which allows us to have complete confidence that they will successfully deliver the project."

For further information on Microsoft System Management Server please go to

<http://www.microsoft.com/smsserver/>

Photography is available.

#### About 1E

1E is a leading Windows Infrastructure management consultancy and software provider. For more information on the services and products 1E provide visit [www.1e.com](http://www.1e.com).

#### About Microsoft

Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services and Internet technologies for personal and business computing. The company offers a wide range of products and services designed to empower people through great software -- any time, any place and on any device.

#### 1E press contact:

Caroline Howlett

Nelson Bostock Communications

(020) 7792 7444

[Caroline.howlett@nelsonbostock.com](mailto:Caroline.howlett@nelsonbostock.com)

#### Microsoft press contacts:

Justin Westcott or Kylie Kraus

AUGUST.ONE Communications

020 8434 5555

[Justin.Westcott@augustone.com](mailto:Justin.Westcott@augustone.com)

For further press information about this release, please contact:

Microsoft Press Centre

Tel: 0870 20 77377 or 0870 20 PRESS

Fax: 0870 20 77329 or 0870 20 PRFAX

[ukprteam@microsoft.com](mailto:ukprteam@microsoft.com)

<http://press.microsoft.co.uk/>