



CompuCom Enterprise Solutions: OS Migration



Windows 7 Migration and Deployment Services

Given the combination of a rocky economy and the lack of aggressive Windows Vista deployments, it's been a few years since most organizations have executed an OS migration. Now is the right time to upgrade. Windows 7 offers compelling new benefits, the end of life for Windows XP is looming, and new enhancements in processes and tools can simplify migration. You may have questions like where do you start, how do you do this, how much will it cost, and how long will it take. We can help you address these questions and others. We bring operational experience of more than two decades and we currently manage 3.6 million desktops for our clients. You get far more than just a deployed OS — you gain deployment solutions that are easier to manage and less expensive to support. The results are predictable and the risk is minimized.

Common Concerns about Migrating

Windows 7 is fundamentally different than previous versions and brings with it a number of key concerns and challenges:

- ▶ **Cost.** How much will the migration cost, what about licenses and hardware upgrades, how much training is needed, and what about ongoing support?
- ▶ **Staffing.** Because Windows 7 may require a significant amount of time in training, you may find it more difficult to find experienced subject matter experts in Windows 7 than in previous versions. Additionally, you may need to invest in either training existing staff or identifying other qualified resources.
- ▶ **Hardware Compatibility.** While Windows 7 adds capabilities, it also requires more computing resources. Older hardware may not be compatible or may not perform adequately with Windows 7. How do you address hardware issues? Should you replace or upgrade where you have challenges?
- ▶ **Application Compatibility.** Some of your applications may not work with Windows 7. How do you resolve these issues? Can you take advantage of application or desktop virtualization to help overcome these challenges? What are the ongoing support costs?
- ▶ **Deployment Considerations.** What are the best tools to use to simplify the migration complexity and cost? Should you change the way you manage the systems, or implement new tools or processes? What is the best way to handle remote upgrades and installations? If you implement a rolling hardware refresh, you may need to support two infrastructures (XP and Windows 7) during migration. How do you cost effectively do this?

Windows 7 GetStarted Services

For those who are not sure where to start, or to determine if it even makes sense to undertake a Windows 7 migration internally, we offer three GetStarted Services to help. You can become familiar with everything involved in a migration and evaluate how a partnership with us may be of benefit. Each service is typically a five-day on-site engagement with a specific goal.

Windows 7 Migration Accelerator

With the Migration Accelerator you get an overview of the key concepts you need to keep in mind when considering a Windows 7 migration. This engagement is a five-day on-site engagement that covers a combination of an architectural design, a technical white-board session, and a hands-on deep-dive interactive demonstration of recommended tools and methods. One of the key areas of focus is assessment and planning. The service helps with understanding:

- ▶ What to expect and what to do next
- ▶ How to collect the data required for any OS Migration plan
- ▶ Tools available for facilitating an OS Migration
- ▶ Current environment's readiness status for Windows 7

Windows 7 Management Strategy Review

For many organizations, Microsoft System Center is the foundation for operating system delivery, application delivery (both physical and virtual) and patch management. This engagement demonstrates the major features of Configuration Manager. It also helps familiarize you with the tools and high level processes needed for an efficient migration combined with a review of strategies for managing the Windows 7 environment. You gain the following to get started:

- ▶ Technical deep-dive Demonstration of System Center Configuration Manager, Microsoft Deployment Toolkit and UserState Migration Tool
- ▶ Strategies for a Zero Touch and Light Touch deployment methodology
- ▶ State Management and the Asset Lifecycle
- ▶ Application, Operating Systems, Patch Management Delivery

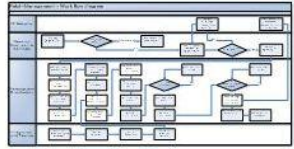
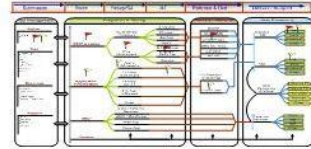
Application Compatibility Strategy Review

This offer helps you make sure that after the migration your applications and systems will be compatible and continue to operate as required. We outline approaches for determining if applications are compatible with Windows 7 and how to handle incompatibilities. It includes the following:

- ▶ Remediation techniques and process discussion
- ▶ Application and desktop virtualization approaches
- ▶ Sequencing and packaging

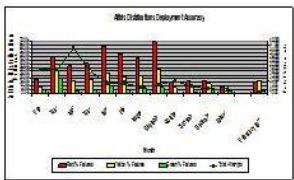
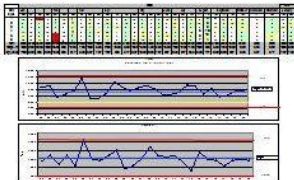


- Strategy
- Plan

- Design
- Document

- Tools
- Integration



- Measure
- Report

Get Comprehensive Support throughout the Migration and Deployment Cycle

We have helped hundreds of clients with PC rollouts, deployments and migrations. Using both proprietary and industry-standard best practices we deliver a low-risk and highly efficient implementation based on:

- ▶ A unique approach for adapting to your culture and environment
- ▶ A “client first” mentality that focuses on your strategic objectives
- ▶ A complete set of best practices based upon years of experience and proven methodologies
- ▶ ITIL®-based common processes implemented through an ITSM tool set

Based on your needs, we do the entire migration process or simply help you put a plan together — or anywhere in between:

- ▶ Most start with a hardware and software discovery process to compile at least a basic inventory. The inventory data points are key to application rationalization.
- ▶ At the same time the design and image definition can take place. Once the core image is built it can be tested in a lab for validation or deployed to a test group.
- ▶ Once the core applications are selected and the core image is built, application testing can begin. We find that as many as half of the applications must be addressed in some way to operate correctly in Windows 7.

At the remediation phase we leverage proven techniques and best practices to correct any incompatibility discovered in the testing phase. The next step in the process is to automate the deployment, starting with a controlled pilot through a full-production implementation.

The sequential approach to migration saves our clients up to 50 percent of deployment costs over the traditional deployment methods. You can select us for any or all of these steps and tie them together in an efficiently managed desktop service that can also include our world-class service desk and deskside support services.

CompuCom infuses best practices gained in over 20 years of experience into a proven approach to Windows Migrations.

Benefits of working with CompuCom include:

- ▶ Lower Cost
- ▶ Reduced Risk
- ▶ Predictability
- ▶ Speed
- ▶ Flexibility



Migrate Your OS with Us

CompuCom infuses best practices gained in more than 20 years of experience into a proven approach to Windows Migrations. You get these benefits and more when you select us:

- ▶ **Lower Cost.** With teams of experts who have “been there, done that” many times before. The migration simply goes smoother, happens faster and costs less.
- ▶ **Reduced Risk.** Success with hundreds of Windows migrations using repeatable processes greatly reduces the project risk.
- ▶ **Predictability.** Our proven processes bring precise planning of the hardware, software and services that ensures a successful on-time and in-budget project.
- ▶ **Speed.** Our resources across North America easily handle large and small projects alike, whether you have one location or hundreds.
- ▶ **Flexibility.** We take into account the specifics of your environment, culture and objectives. By putting *you* first, we create a project plan customized to your needs, yet still leveraging all of the elements critical to a successful project.

About CompuCom

CompuCom is recognized as the leading IT outsourcing specialist for incorporating international standards, real world experience, and ITIL best practices. The company is listed among leaders in service desk, managed desktop, managed security, data center, remote infrastructure management, and hosted virtual desktop services markets. CompuCom’s flagship IIM™ solution and framework helps organizations reduce operating and capital expense, drive alignment of IT services to business plans, and improve the value contribution of innovative technologies and processes.

CompuCom®

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