OPERATING SYSTEM UPGRADE

Managing People and Technology Together

INTRODUCTION

A major international healthcare business approached VerisVisalign to assist their U.S. based teams with the migration to new Operating System (Windows 7).

OBJECTIVE & SOLUTION

The objective was to successfully migrate to a new Windows 7 Operating system resulting in financial savings, enhanced communication and improved working standards.

VerisVisalign helped the customer achieve success by providing an expert team of architects, engineers, and project managers to manage this large effort. A new operating system update was carried out over a period of several months. This included the technical build, the process for upgrading various groups (different processes for different groups), all communication, and the actual upgrades themselves. This project began with planning and architecture, which had to meet industry, system and company standards, and followed it through build, test, pilot, and manage the deployment for multiple departments and areas of IT which had separate processes for deployment. Also included were the Service Desk/War Room personnel, communication, and project completion and review tasks.

SERVICES

– Infrastructure Analysis and Optimization
– Microsoft Technology Consulting and Migration
– Application Packaging
– Project and Technical Staff Augmentation
– Project Management
– Service Desk Consulting and Staffing

VerisVisalign ensured the delivery of this project mapped to best practices frameworks.

RESULTS

– **Financial Savings:** Newer, faster, more "intelligent" operating system across the computing environment resulted in savings through reduced maintenance and support time and higher productivity levels, especially among the sales staff.
– Worked with with the client's purchasing department to ensure cost-efficient vendor pricing

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RESULTS

- **Better Communications:** Unified operating system created file compatibility, and reduced time to save files in differing formats.
- Enhanced Service Desk SLA results due to better ability to support systems since all were on the same operating system.

- **Improved Working Standards:** Ensured the delivery of this project mapped to best practices frameworks, including PMI® standards for project management and ITIL® IT framework.
- By partnering with cross-functional teams, VerisVisalign ensured deployment, support, maintenance, and disaster recovery and business continuity needs were met.
- The project team created by VerisVisalign actively partnered with the Service Desk, and Change Control team, to minimize and manage business impact as desktop deployment was implemented in the environment.

WHAT MADE THE DIFFERENCE?

- Technical Acumen and Microsoft Partnership
- Experience with Technology Upgrades and Migrations
- Setting and Validating Mutual Goals and Milestones
- Proven Project Methodology

MICROSOFT PARTNER

As a long-term Microsoft partner, VerisVisalign maintains multiple competencies including Desktop Architecture, Management, Deployment, Systems Management, Virtualization, and Messaging.

VerisVisalign

We are IT consultants and ITIL® experts, specializing in IT process, optimization, Microsoft Technology Projects, Service Desk, and Training. VerisVisalign is a certified WBE (Woman-Owned Business Enterprise.)

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