WINDOWS 7 UPGRADE

Managing People and Technology Together

INTRODUCTION

A global pharmaceutical client based in suburban Philadelphia, Pennsylvania wanted to leverage the benefits of Software Assurance in their Microsoft Enterprise Agreement which included Windows 7 and MS Office upgrade. The upgrade also kept their IT environment running smoothly with current technology as they experienced rapid growth.

OBJECTIVE & SOLUTION

The objective was to upgrade the desktop platform for 3000 workstations to MS Windows 7, with Office and Internet Explorer upgrades, while achieving a high level of user satisfaction with zero user downtime and no lost data. Because the PCs were on a 3 year lease cycle, the asset picture was very clear and reasonably current. The application catalog was not complete; extensive application remediation and discovery was required.

Application Testing and Remediation: A total of 680 applications were discovered. Through our remediation and rationalization, we reduced the number to 185 for deployment. Remediation efforts consisted of a variety of techniques including: App-V, Med-V, and UAT.

Deployment Planning: Our extensive planning process entailed the following:

– Creation of a Deployment schedule by location & department

– Creation of a Communications plan to market the deployment and publicize key dates. Post deployment documents included drop sheets, training materials and where to call for help.
– Development of Training plans for both Users and IT staff
– Development of a Deployment Asset tracking database

Pilot: Thorough pretesting of the image uncovered related issues. All incidents were tracked through the existing Help Desk and assigned to the Windows 7 queue. When needed, our team dispatched techs to the desk to resolve the issue.

VerisVisalign standardized a global platform resulting in fewer support issues and improved manageability.

Deployment: VerisVisalign implemented a low risk swap method for deployment which resulted in a very low failure rate and high client satisfaction. Each PC was pre-configured with the image and applications before scheduling a user for migration. The actual user migration occurred overnight to minimize user impact. A Post Deployment support team proactively visited each user the day after migration to address any known issues and provide a brief tutorial on the new system.

SERVICES

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

RESULTS

– **Improved User desktop experience:** Standardized global platform resulting in fewer support issues and improved manageability
– **Increased User Security:** GPO & Bitlocker drive encryption
– **Application Catalog and Definitive Media Library:** Enabled consistent and reliable application distribution capability
– **Improved IT processes:** Implemented Microsoft User State Migration Tool (USMT) for user profile, settings and file migration
– **Improved software distribution:** Consistent packaged applications

WHAT MADE THE DIFFERENCE?

– Technical Acumen and Microsoft Partnership
– Experience with Technology Upgrades and Migrations
– Setting and Validating Mutual Goals and Milestones, Tracking
– 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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