

We can do that.



consilium1

Resourcing & Managed Services: Enterprise Windows 7 Upgrade Project

With over **1 million devices** in play, our client's operating system (OS) update was not going to happen overnight. They needed a plan that was cost-effective, easy-to-implement, and did not disrupt day-to-day operations. But, more than a plan, they needed a partner that **understood** how to help them accomplish it. | **Problem solved.**

Our client, one of the world's largest diversified technology, media, and financial services companies is focused on solving some of the world's toughest problems. With products and services ranging from aircraft engines, power generation, water processing, and security technology to medical imaging, business and consumer financing, media content, and industrial products, they serve customers in more than 100 countries and employ more than 304,000 people worldwide.

PROBLEM

Our client was facing multiple challenges:

- Devices company-wide were running an outdated OS.
- Constant need to supply new hires and new workstations with devices.
- In some instances localized, highly-specialized applications were not compatible with the new OS.
- With each upgrade, a vast array of localized applications and proprietary data had to be transferred and managed.
- Significant downtime costs. Due to the number and nature of the resources, any time lost during OS updates would be extremely costly.

SOLUTION

consilium1 proposed a gradual implementation plan:

- Developed a comprehensive implementation plan that would accomplish a total upgrade across all devices within 3 years.
- c1 managed the project, developed OS software packaging, desktop architecture, conducted testing, and instituted user training processes.
- Utilized new hire and existing System Device Life Cycle Management processes as an opportunity to implement OS upgrades. This initiative saved significant amounts of downtime.
- Developed automated process to load new OS. USB data sticks were utilized to easily implement core loading of OS.
- Created unique solutions to deal with mission-critical applications that were not compatible with new OS.

RESULTS

This solution delivered for our client:

- **Minimal downtime, maximum productivity.** Intuitive process minimized downtime for users across the board and allowed the IT staff to be more proactive and productive.
- **Cost savings.** Comprehensive approach and intuitive process automation techniques significantly reduced downtime and support costs.
- **Increased performance and functionality.** New OS afforded additional functionality to users across the company and allowed the user base to leverage multi-cored CPU's for better application performance.

PARTNERS



For more information about c1, visit consilium1.com, call us 1-866-631-5494, or contact us at sales@consilium1.com.