

### Results at a Glance

#### Problem

Client had a six-month timeframe to upgrade 1,200+ systems and 1,500 applications from Microsoft® Windows XP and Office 2003 to Windows 7 and Office 2007.

#### Solution

Technisource developed and managed the client's migration project, providing regular reporting and deployment automation, while ensuring application compatibility. Technisource worked with the client's training partners so that users received the appropriate training prior to system deployments.

#### Benefits

- Completed the project in six months with no reduction in business productivity.
- Identified 1,500 applications and ensured platform compatibility.
- Automated system deployments saved time and manpower costs.
- Have better control of IT operations and faster resolution of problems.

### Client Profile

This publicly owned, multi-national biopharmaceutical company has annual revenues exceeding \$300 million. It employs 700 people worldwide.

### Business Problem

The company had decided to deploy new PCs using the Windows 7® operating system and MS Office® 2007 throughout the organization. This would entail the replacement of more than 1,200 PCs and 1,500 MS applications. The conversion would require close attention to a number of potential stumbling blocks - everything from application compatibility to file conversion requirements. Because of the complexity of the endeavor, the firm turned to Technisource for help with project management and technical engineering.

### The Solution

As with all conversions, Technisource created and implemented a highly organized and integrated project approach. The breadth of the conversion required that Technisource manage its own team as well as teams comprised of outside vendors. Technisource created a master project plan and deployment schedule for all local and overseas offices and the outside vendors. The master plan covered all aspects of the project including application testing, remediation, image development, user data migration procedures, and physical deployment. Additionally, Technisource worked with the client's training partners to ensure that users received the training they needed prior to deployment.

Technisource developed a master Windows 7 image for deployment via Microsoft System Center Configuration Manager 2007 ("SCCM") and directed the technical team in remediating the client's SCCM 2007 infrastructure. The Technisource team ensured the completion of an application audit using Microsoft's Application Compatibility Toolkit (ACT), external vendors, and their own assessments. Incompatible applications with the MS software were upgraded or remediated. Working with outside technical resources, Technisource developed a Citrix® and Microsoft Application Virtualization (App-V) platform for non-compatible applications.

The complexity of this conversion required Technisource to provide a wide array of skilled project management tools and processes.

### Benefits Delivered

- The client maintained business productivity during and after the Windows 7 and Office 2007 migration - which was completed within six months.
- They saved time and money due to faster and more efficient system deployment.
- The client now enjoys increased management efficiency, consistency, and compatibility across independent systems.
- They have better visibility into issues, faster problem identification, and access to services to solve IT problems.