

MAKE THE LEAP

Discover how Computacenter can simplify
the migration to a Windows 10 world

Gold
Microsoft Partner




A CATALYST FOR CHANGE

Late adoption of Windows 10 can put reputations and revenues on the line

Windows 10 is more than just a new operating system, it's a new approach to workplace IT. It mobilises users. It strengthens security. It accelerates cloud adoption. Since its launch in July 2015, Windows 10 has become an essential pillar for enabling digitalisation in the workplace and beyond. And thousands of organisations have already made the leap.

Organisations are not just migrating to Windows 10 to unlock new opportunities; they are also migrating to avoid potential obstacles. In January 2020, Microsoft will withdraw extended support for the operating system's predecessor – Windows 7 – just over a decade after it was first launched.

The cessation of support exposes organisations to reputational, financial and regulatory risk as security patches and bug fixes will no longer be available, leaving devices and datasets vulnerable to attack.

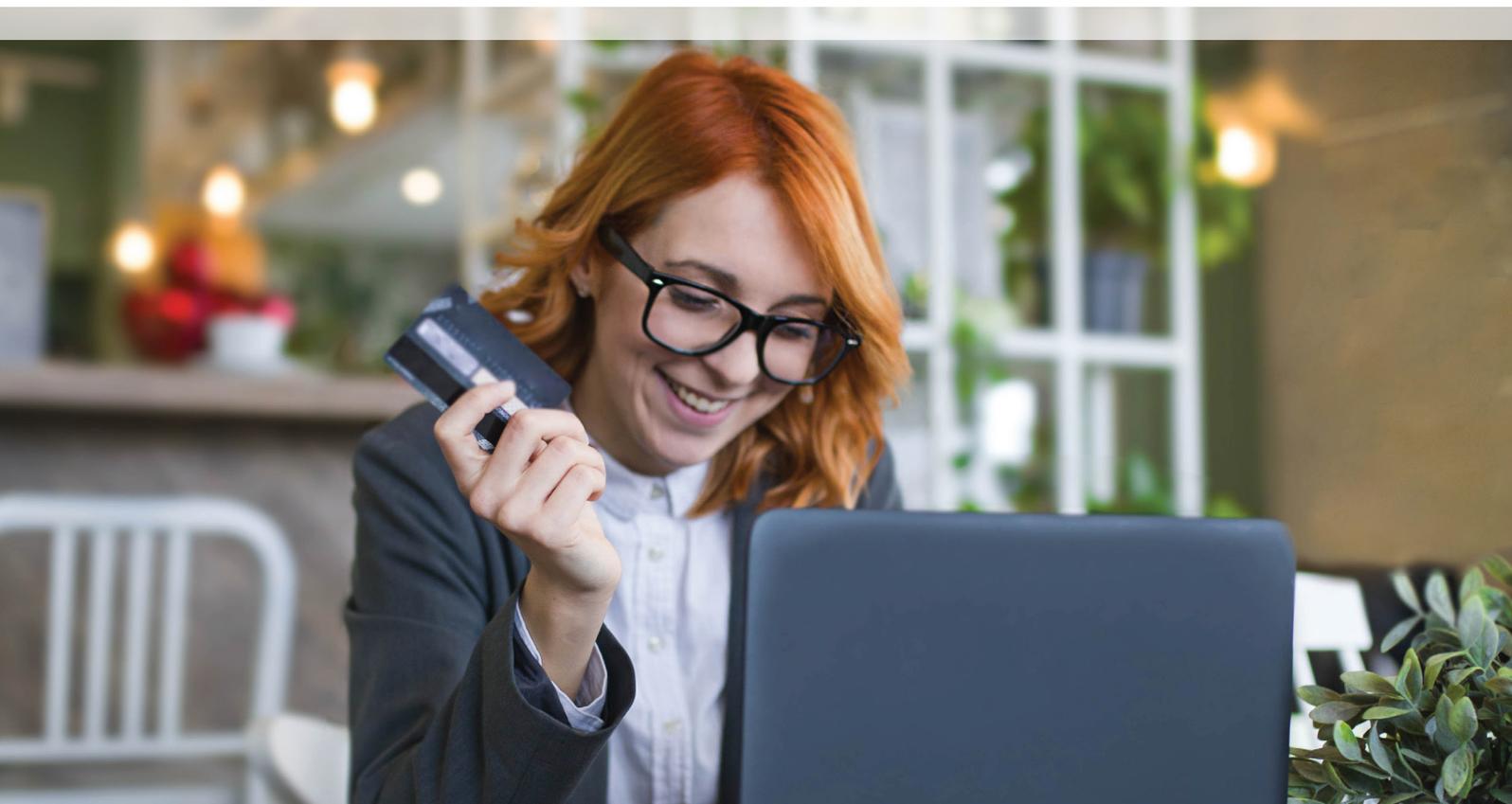
Computacenter helps organisations simplify the transition to a Windows 10 world. We reduce risk. We minimise cost. And we accelerate time to value. We take an outcome-driven and user-centric approach to ensure Windows 10 delivers on expectations – whether that involves boosting employee productivity, increasing business agility or strengthening data security.

A SAFETY NET FOR EXTENDED SUPPORT

In late 2018, Microsoft launched an offering that will enable customers to continue to run Windows 7 as a supported platform beyond the 2020 deadline – but it comes at a price. The Windows 7 Extended Security Updates (ESU) will be charged per device on an annual basis between 2020 and 2023 with price increases each year. ESU is only available to customers with eligible licensing arrangements.

WINDOWS 10: WHAT IT MEANS FOR THE BUSINESS AND ITS USERS

- Higher employee satisfaction and retention
- Greater workplace productivity and mobility
- Lower risk of security and compliance breaches
- Sharper competitive edge and faster innovation
- Stronger foundation for digitalisation and cloud initiatives
- Better IT control and consistency



PROVEN PARTNER, PRAGMATIC PROCESSES

Simplify Windows 10 migration and adoption by leveraging Computacenter's extensive skills and services

Computacenter's pragmatic assessments and best practice processes support organisations throughout the Windows 10 lifecycle. From selecting new devices and rationalising applications to educating users and managing future releases, our specialist skills and industrialised services help customers achieve their Windows 10 goals faster.

We draw on our relationship with Microsoft and other workplace IT vendors to help organisations and their users seize the Windows 10 opportunity from both the initial migration and subsequent releases.

The migration to Windows 10 will often form part of a broader transformation – from creating a digital workplace to implementing a cloud-first strategy. Computacenter has a 30-year track record in transformation. We help our customers embrace and execute change. We remove the barriers. We reduce the risks. We maximise the outcomes. And we do it all from the user's perspective.

ADVISE: Develop a user-centric roadmap for change

Computacenter's advisory services help organisations prepare the foundations for a successful Windows 10 migration. From applications and devices to workstyles and personas, we assess the current and future state to understand what needs to be changed to maximise the benefits of Windows 10 and greater digitalisation across the workplace. Our Digital Me approach ensures all our readiness assessments are conducted through the lens of the user.

Our assessments enable organisations to discover and categorise the applications in use across the workplace and identify opportunities for consolidation, modernisation and retirement. We also advise on client hardware refresh requirements and the potential for greater use of mobile devices.

SOURCE: Remove cost and complexity from procurement

Computacenter helps organisations source the technologies they need to support their Windows 10 transformational roadmap. From operating system licences to client devices, we remove cost and complexity from procurement and the asset management lifecycle.

Thanks to our extensive vendor relationships and logistics capabilities, we can ensure devices are pre-configured with the right applications, user settings, and security controls, which accelerates time to delivery and time to value. We use the latest technologies from Microsoft, such as Intune, Azure and Autopilot, to deliver a modern digital workplace platform and enable a seamless user experience.

We offer flexible commercials and provisioning models, including desktop and device as a service, which help organisations reduce capital investment and simplify ongoing management.

TRANSFORM: Personalise the provisioning experience

Computacenter has developed a dynamic provisioning approach that enables organisations to map their Windows 10 deployment to business, technical and user needs. We provide organisations with a choice of four provisioning methodologies based on whether hardware is being replaced or reused (see graphic below).

WINDOWS 10 USER-CENTRIC PROVISIONING

Traditional Refresh	Modern Deployment	In Place Upgrade	Wipe & Load
<ul style="list-style-type: none">• Driven by hardware replacement• Deployment projects or in life (BAU) upgrades/replacements	<ul style="list-style-type: none">• 'Off the shelf' hardware• Vanilla image from Microsoft• Enterprise configuration via 'cloud-based' policies (MDM)	<ul style="list-style-type: none">• Existing hardware retained and used• In situ upgrade, either admin push or user pull• User data and settings preserved and re-applied	<ul style="list-style-type: none">• Existing hardware being retained and used• Old operating system removed and fresh install applied
New hardware		Existing hardware	

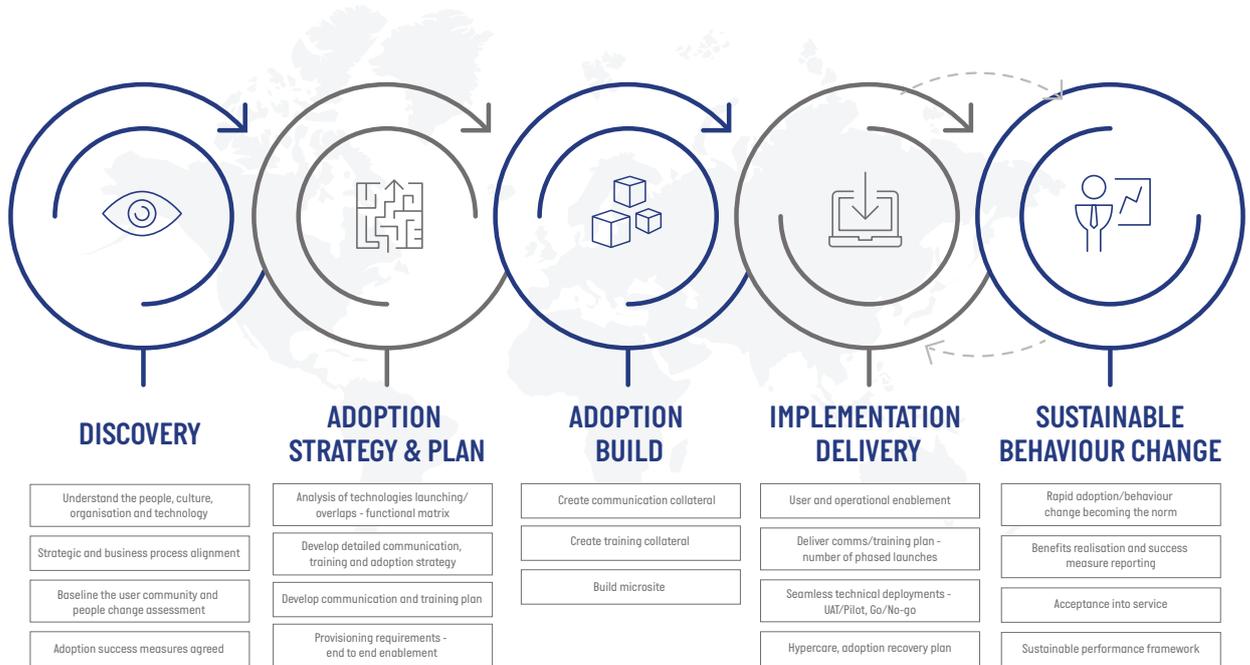
A hybrid approach to Windows 10 provisioning means that relevant users can be empowered to make the switch at a time that suits them, which reduces disruption to customer services and core business processes.

Computacenter's methodologies are founded on standardised blueprints and industrialised processes. We apply a consistent methodology and toolset across the transformation and ongoing management of customers' Windows environments, which provides organisations with a seamless experience and a smooth migration.

ADOPT:

Maximise return on investment with engaged users

From ebooks and infographics to social media posts and microsites, we help organisations maximise user engagement before, during and after Windows 10 deployments. Computacenter's five-step framework for user adoption is focused on individuals not technologies.



We take a personalised approach to enabling behavioural change by helping users understand how Windows 10 will help impact and improve their working practices. Following an in-depth discovery phase, we develop an adoption strategy that encompasses user training, education and communications as well as the appointment of change champions.

As part of our adoption services, we establish and track KPIs linked to the Windows 10 business case and change agenda to provide customers with measurable outcomes.

LTSC: IS IT RIGHT FOR YOU?

The Long Term Servicing Channel (LTSC) variant of Windows 10 was created to suit use cases where the frequency of change could cause operational issues. For example, with devices that control complex equipment or sensitive operations, such as ATMs. However, many organisations started to look at LTSC for more 'mainstream' use cases, to try to mitigate the challenges that Windows-as-a-Service poses in terms of the frequency of updates. However, this approach can limit functionality and benefits realisation, as LTSC is, in essence, a stripped-down version of the operating system. Computacenter helps organisations understand and assess the suitability of LTSC for certain use cases. Our Windows 10 Evergreen service mitigates the need to explore this option by removing the challenges and concerns that Windows-as-a-service poses.

MANAGE:

Simplify the deployment of ongoing releases

Adopting a modern management approach is key to maximising the benefits of Windows 10 and minimising the complexity that can come with more regular updates. Computacenter’s Windows 10 Evergreen service helps organisations to test, release and manage new releases much more simply, in line with Microsoft’s release strategy for ‘Windows- as-a-Service’.

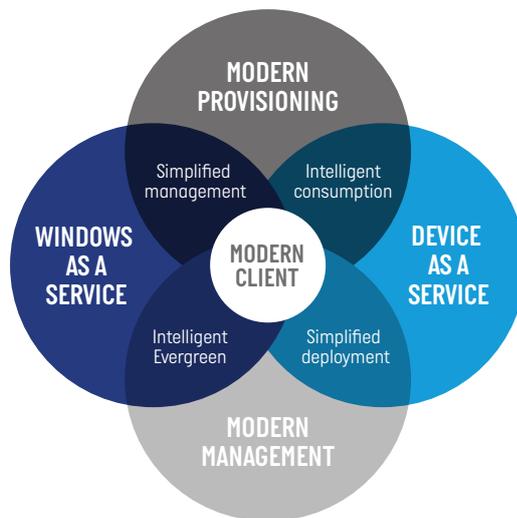
As part of the service, we test the compatibility of applications and device hardware to simplify the deployment of new releases and security patches. The impact of a new release on applications and system performance is assessed both with hands-on user testing, automated testing and analytics.

Once any exceptions or issues have been addressed, our orchestration tool automates the deployment of Windows 10 releases to users. Updates can be staged according to business priorities or constraints to minimise disruption and network impacts.. Real-time analytics and live dashboards enable organisations to track the progress of the release across multiple sites and regions at the touch of a button.

Computacenter’s Windows 10 Evergreen service brings greater control and visibility to the ongoing release cycle and increases the pace of deployment, reducing risk and boosting user productivity.

THE MODERN CLIENT

The migration to Windows 10 is just one part of the transformation towards a ‘Modern Client’ environment. With the introduction of Windows 10 come options for Modern Management using MDM style approaches which are more flexible and easier to implement. Modern Provisioning using technologies such as Autopilot can significantly streamline the deployment process and improve the user experience. As the picture below depicts, a modernised client platform allows organisations to embrace these solutions to simplify and optimise the management and operation of the client estate.



SEIZE THE WINDOW OF OPPORTUNITY

Boost productivity and competitive advantage

Faster. Cheaper. Better. Computacenter brings together the people, processes and technologies needed to make Windows 10 migrations a success at an organisational and individual level.

Windows 10 marks a massive shift in workplace IT but that shift doesn't have to be complex and costly. By embracing modern provisioning and modern management, organisations can ensure greater control during the initial migration and the implementation of future releases.

In a digital age, enriching the technology landscape and user experience on a regular basis is essential for driving competitive advantage. With Windows 10, organisations and users can take full advantage of the frequent updates that are already second nature for consumer apps and cloud solutions. Wait too long to make the leap and the window of opportunity will have closed.

WHY COMPUTACENTER FOR WINDOWS 10?

- We have more than 4,000 engineers who can assist with on-site hardware upgrades and Windows 10 deployments across multiple geographies
- Our configuration centres in the UK and Germany have more than 2,200 build points and can process up to 5,000 systems per day
- We can securely extend our customers' infrastructures into our industry leading configuration facilities to simplify and optimise the deployment and provisioning process at large scale
- We are a Microsoft Gold partner across various competencies including Windows & Devices, Enterprise Mobility Management, Messaging, Communications and Cloud Productivity.



WINDOWS 10: HOW TO GET STARTED

- Assess user workstyles and personas
- Evaluate client estate and hardware refresh needs
- Pinpoint potential device compatibility issues
- Conduct an application identification and compatibility exercise
- Establish a user communications plan
- Create a migration roadmap



CASE STUDY:

LINKLATERS TRANSFORMS WORKING PRACTICES FOR ITS LAWYERS WORLDWIDE WITH WINDOWS 10

As a prestigious global law firm, Linklaters needs to attract and retain the best legal talent. To increase efficiency while improving work-life balance for its lawyers around the world, the firm was keen to embrace a more flexible and mobile approach by deploying Windows 10.

Linklaters selected Computacenter for the depth and breadth of its Microsoft expertise, as well as its international logistics and engineering capabilities. Computacenter designed, built and tested the Windows 10 image and sourced and configured 3,500 new Lenovo laptops and Microsoft Surface tablets. Computacenter assisted with deployments to 5,000 employees across 28 international locations, which included rebuilding 2,000 existing devices.

Linklaters successfully completed its workplace transformation on time and with minimal disruption to users. Lawyers can now work from anywhere, which improves their work-life balance and enhances client communication and collaboration. As well as providing a better user experience and increasing productivity, the new working environment will help support the future ambitions of the firm.

CASE STUDY:

ELECTRONICS DISTRIBUTOR ACCELERATES AND SIMPLIFIES WINDOWS 10 TRANSFORMATION WITH COMPUTACENTER

When an international electronics distributor wanted to adopt a modern management approach to deploying Windows 10, it turned to Computacenter.

The project began with a compatibility testing programme for all existing Windows applications to identify the need for replacement or remediation.

Computacenter's Professional Services team went on to design and deliver a Windows 10 environment that would enable the company to leverage modern management methodologies.

Following a successful pilot with 150 users, the environment was deployed to 5,000 employees in 20-plus countries. Computacenter integrated Microsoft Active Directory and System Center Configuration Manager with Azure and Intune to streamline both the deployment and ongoing management.

By simplifying device rebuilds and application packaging, Computacenter helped to accelerate Windows 10 provisioning to users and enable a broader workplace transformation.

GET IN TOUCH

To find out how Computacenter can help you simplify the transition to Windows 10 and accelerate time to value, please contact your Computacenter Account Manager, call 01707 631000 or email enquiries@computacenter.com.

computacenter.com

Computacenter is a leading independent technology partner, trusted by large corporate and public sector organisations. We help our customers to Source, Transform and Manage their IT infrastructure to deliver digital transformation, enabling users and their business. Computacenter is a public company quoted on the London FTSE 250 [CCC.L] and employs over 15,000 people worldwide.



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