

# John Lewis Partnership empowers 2,500 partners with Windows 7 upgrade

“Computacenter’s experience and best practice processes meant it was able to pre-empt potential issues and ensure an efficient and seamless transition to the new operating system.”

**Ray Ramcharran,**  
Project Manager, Partnership Services,  
John Lewis Partnership

## Services

- Flexible Workplace
- Desktop Migration

## Technology

- Lenovo desktops and laptops

## Customer Agenda

- Continuous Improvement/Innovation
- Risk Avoidance

## Customer challenge

As one of the UK’s leading retailers, the John Lewis Partnership (John Lewis) must provide its 2,500 head office partners in London with access to the latest technologies. With its existing Microsoft Windows estate entering extended support, the retailer decided to upgrade to Windows 7 to avoid increased risk and cost. Due to the scale of the project and the complexity of the company’s workplace environment, John Lewis needed external help to supplement its own skills and resources.

## Computacenter solution

Computacenter conducted a comprehensive discovery exercise to assess the retailer’s existing hardware and user requirements at three head office sites, six residential clubs and several home offices. Devices were then upgraded or replaced using a ‘rolling stock’ approach according to their ability to support the new operating system. Computacenter was responsible for the build, configuration and deployment scheduling of the Windows 7 devices, which included an additional 700 virtual desktops for overseas developers. It also disposed of end-of-life hardware via its partner RDC and provided floor-walking to help users adjust to the new operating system.

## Results

The project was completed with no disruption to staff. John Lewis partners are now equipped with faster, better workplace devices that enhance security, improve collaboration and enrich the choice of applications. John Lewis also took advantage of the project to replace legacy desktops with laptops to enable more flexible working practices, such as hot-desking, which increases partner productivity and satisfaction.