

Windows 10 Impact on IT departments and how to eliminate costly migration issues for Enterprises

By Thomas U. Koll, CEO

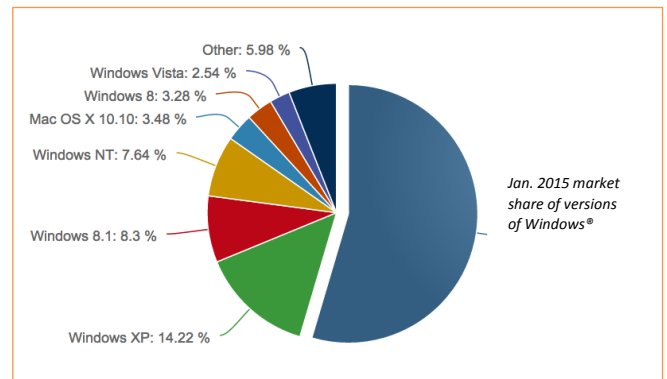
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Microsoft's first glimpse of Windows 10 suggests many areas which may impact IT departments in the future.. A recent survey found that 80% of large enterprises and 71% of businesses plan to migrate to the new OS in the next 18 months, suggesting that it will be even more popular than Windows 7, which still commands a very large market share, particularly in enterprises.

Microsoft has made it clear that a major focus of Windows 10 is the business user:

- Better usability, via new, advanced Start menu,
- Better windows and desktop management (e.g. task viewer), seamless integration (windowing) of new "metro" apps, and so on.
- Better/faster/more secure browsing experience (Edge)
- Cross-device familiarity and universal apps – this is very important for larger organizations. The ability to run and manage different form-factors with the same OS will accelerate network mobility.
- Enterprise apps can be built "once" and deployed (optimized) for all devices (although it is not that easy) – all supported via a central, unified App Store.
- Extended Mobile management
- Voice Recognition – Smart Assistance: Cortana can be a change agent of how consumers interact with the desktop PC. Voice recognitions and machine learning will enable new and innovative scenarios
- Lowering Cost of ownership
- Security improvements / Support of two-factor authentication

Windows 10 promises to deliver advanced security and management capabilities along with ongoing innovation and security updates for businesses of all sizes. These new capabilities will deliver a host of benefits to



organizations, enabling them to make key enhancements across their IT landscape and maximize ROI.

The Impact on Migration

Windows 10 will be the next big migration for IT teams to undertake, and they need to adapt to this reality if they are to continue delivering a positive and consistent user experience.

The complexity of migrations is growing,; given the multiple versions of Windows in play, differences between 32- and 64-bit architectures and the proliferation of new devices and form factors.

Thomas U. Koll

There are a number of key issues to consider such as:

- There is still a large base of machines running Windows XP (NT/Vista?), adding to the complexity of having Windows 7, 8 and 8.1 already deployed.
- More migrations will occur simultaneously, including software, applications and devices. This means IT teams have less time to prepare and test new upgrades, which is likely to result in more issues arising post deployment.
- Technical scenarios these days are far more complex, with greater connectivity and interdependencies existing across systems and key applications.
- Legacy PCs are now more complex largely because of a multitude of devices and new form factors (PCs, tablets, mobiles, laptops etc.) in their environment. These new devices are often running other operating systems like Android and Apple IOS, thus adding to the complexity.

With so many migrations now taking place in increasingly complex environments, desktop or end-user oriented IT teams run the risk of underestimating the time, complexity and overall project management involved. Further, the impact of post migration help-desk support must also be understood and accounted for.

The end result is that it is more difficult than ever to deliver effective management of policies and user privileges, while providing a consistently positive user experience.

The prospect of having one master image, or a single 'gold' build is vastly more difficult to achieve. The operating system or platform that users presently engage with, is fast becoming irrelevant. In a world where businesses still need to be able to secure and manage elements of their users, their apps and their data, compel organizations to manage the unmanaged.

Understanding the Cost Issues

We have broken down the most common complaints and the mistakes organizations are making that result in unexpected costs.

The first mistake organizations make is underestimating the soft costs associated with user downtime, user learning, as well as problems with migrating existing user data, and settings recovery.

Based on our experience and discussions with existing customers, PCmover® will save an organization a minimum of \$300 per PC deployed, but can save as much as \$2,000 depending on the organizational structure and IT policies in place.

In general, we have calculated that end users take a minimum of three hours to become familiarized with their new PC. This is unlikely to be accounted for in the IT budget but are of great concern for the business owners who see their employees' productivity drop.

The second mistake is the lack of consideration for end user customizations. These are usually left for the employee themselves to complete on company time. Customizations like reapplying and creating settings for the new desktop can be beyond a normal users' comprehension. This can lead to a surge in PC helpdesk requests with an additional cost of \$50 or more per call.

The third mistake is underestimating the logistics associated with migrations for remote users, which can prove to be extremely difficult. The need to outsource to a contractor or flying a staff member to a site, causes deployment issues and costs to rise quickly.

The fourth, and final, mistake occurs inadvertently when data and settings are left behind. In a recent study conducted with enterprise level IT departments, the results were troubling: 27% of respondents who used various tools for transferring data and settings reported data loss. When I speak with senior IT management they often confirm these mistakes and state how disruptive the whole migration process can be.

"Of the greater than 100 different ways to move to Windows 10 from Windows XP, Vista, 7, 8, and 8.1, less than 20% are allowed by Microsoft to implement an in-place upgrade.

This means very few of the scenarios keep your applications, data and settings "in-place"- in other words still installed on your computer and in the same location as before."

*-Thomas U. Koll
Chairman and CEO, Laplink*

The Market for PC Migration Solutions

Windows 10 will cause businesses and IT teams to increasingly respect the fact that end user computing is changing. What is happening in the OS market is comparable to the BYOD revolution that saw the number and variety of devices on the corporate network skyrocket. This raises a number of challenges in terms of control and management.

The PC, tablets, and other devices have evolved into very powerful systems. Because today, we have dozens of vital applications, several gigabytes of data, and thousands of settings in the Windows registry, reestablishing all of

Studies have shown that one of the most important reasons for not deploying new PCs is the anxiety of moving all of the user's "stuff" from the old PC to the new one.

that on a new PC is time-consuming and nearly impossible to streamline for an organization.

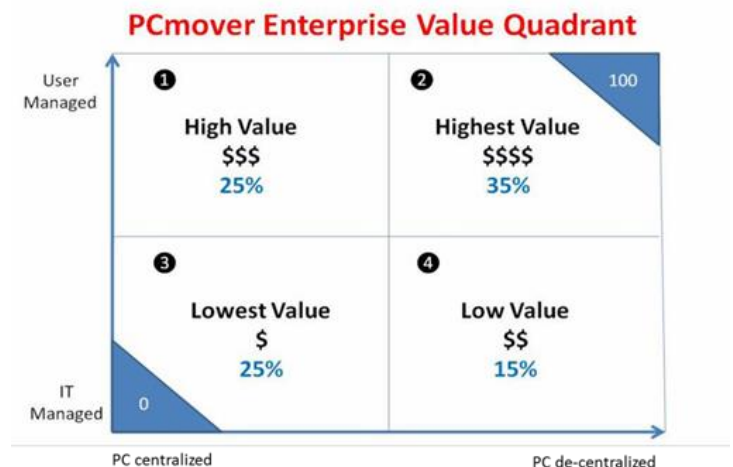
With new PC deployments on the forefront of many IT team's tasks, issues surrounding the fact that there are few tools at the enterprise level to successfully complete this endeavor. Proven solutions like **PCmover® Enterprise** are not widely known by many IT professionals.

Organizations need a solution with minimal interruption to employee productivity, save time and resources, and will seamlessly migrate files, folders, and applications vital to daily workflow.

An IT professional at one of the largest PC manufacturers once stated: "We are supporting thousands of large organizations to deploy their PCs. We do everything from logistics, imaging, tagging, and bringing the PC to the workplace. We do not, however, have a solution for the actual migration between two desktops." This conversation highlights the most common complaints from enterprises considering a migration:

- PC migrations require too many IT resources that were not originally budgeted.
- Logistical issues arise when considering migrations for remote users and locations.
- Incomplete migrations leave behind necessary applications.
- Company time is expended re-downloading applications and programs that were not migrated in the deployment.

The results of these shortcomings are increased costs to organizations, an extension of end-user downtime spent familiarizing themselves with the new system, a general feeling of user frustration and dissatisfaction, and prolonged project cycles that ultimately affect the bottom line for a department or entire organization.



According to an IDC study, the typical PC replacement scenario costs the average organization \$527 per PC upgraded.

How much does each PC upgrade cost your organization?

Laplink developed a simple view into the Enterprise Value Quadrant. The costs associated with the migration are rules by two factors: the way PCs are managed, and the physical location of the PCs. If PCs are managed solely by

*“After migrating almost one hundred thousand PCs, we could not have asked for a better solution than **PCmover® Enterprise.**”*

-Global Project Manager
for Fortune 100 Company

the IT department, users do not have admin rights, data and settings are stored on servers, and the PCs are centralized within one location, then the benefit from PCmover tends to be minimal. However, if the PCs are managed by the users and are decentralized, the benefit from PCmover is the highest.

Experience indicates, there is no large organization that will fit solely into any of these quadrants, but rather will be scattered throughout. PCmover might not be the tool for *every* PC, but it is the tool for *every* organization. It is the perfect tool for a managed migration of un-managed desktops.

An Effective Enterprise Solution

Laplink developed **PCmover® Enterprise** to make the workstation migration process effective and cost-efficient. It automates the transfer of selected applications, data, and settings to a new PC. This includes user accounts, applications' environments, applications' add-ons, background pictures, favorites, and more.

PCmover Enterprise is an OS-independent transfer tool that allows you to migrate to the newest version of Windows, including Windows 10. All migration scenarios are supported, and it has been proven successful in even the largest global migration projects .

PCmover Enterprise has an easy-to-use wizard that does not require any developer knowledge and enables the IT Administrator to set the rules. IT departments are able to pre-define certain rules and policies within the organization to fit all cases.

The Policy Manager allows IT Admin to customize a variety of choices within the program to create a predefined version of the product that can be executed by a user or an IT engineer with minimal interaction. The experienced user might require all options to be open to them, but most users in an organization may be better off with a no-touch or light-touch solution to minimize user errors.

PCmover Enterprise by Laplink Software is the solution for every organization that has over 100 PCs. It will save a minimum of \$300 per PC deployed, eliminating the need for extended project cycles. Using PCmover helps organizations decrease unbudgeted costs during the project, and dramatically decreases productivity loss.

No matter where you are in your deployments of new PCs or operating systems, **PCmover® Enterprise** will help make the process streamlined, cost-effective, and efficient.

*“**PCmover®** is the worlds #1 PC Migration Software and has been selected by Microsoft® as their only recommended Migration Solution”*

