

WINDOWS 7 MIGRATION

DESKTOP ASSESSMENT, DESIGN AND BUILD



APPLICATION MANAGEMENT



TRAINING AND COMMUNICATIONS



DESKTOP AND END USER MIGRATION



HELP DESK AND ONGOING SUPPORT



THERE IS NO PART OF YOUR
WINDOWS 7 PROJECT THAT IS MORE
VISIBLE THAN ITS ROLLOUT.

ARE YOU READY TO ROLL?

Now that you have worked through the desktop design and build issues, gotten a handle on your applications, and have a training and support plan, you are ready to **migrate desktops and end users**. This is the phase that's most nerve-wracking to our customers. Development is behind the scenes, but end user migration is visible to **everyone**.

Your challenges can seem daunting:

You're managing the significant and complex planning of a Windows 7 migration, determining how you'll handle Day One migrations with a limited staff and budget, AND putting your contingency plans in place should something go wrong—all while managing your day job.

The Desktop and End User Migration phase includes:

- 1 Planning
- 2 Implementation
- 3 Quality Assurance
- 4 Staffing/Day One Services

LET EDEN HELP.



SOLUTIONS OVERVIEW

1 Planning

Sometimes you don't know what you don't know

By the time you get to the migration phase, you know your project fairly well. But while you probably have a good understanding of your organization, and your potential desktop and support issues, the truth is you don't know what you don't know.

It's critical you plan well and think systematically through every key factor of your desktop and end user migration to avoid embarrassing and frustrating problems at deployment.

Eden follows an exhaustive process based on our experience migrating thousands of workstations in hundreds of companies and can act as your expert thought partner to validate and bulletproof your plan.

Let us walk you through the issues you need to consider, including:

- Deployment methodology
- Application packaging and distribution
- Hardware upgrade challenges
- Peripheral integration
- Data migration and backup
- End user transition challenges

2 Implementation

Ready to roll?

Upon completion of a Beta Image and a successful pilot, you're ready for implementation, which includes:

Data Migration

Eden's Light-touch or Zero-touch Data Migration helps you move confidently through all phases of data migration—design, extraction, cleansing, load, and verification—while helping free up human resources from tedious tasks, and limiting employee downtime.

And because we have so many data migrations under our belt, we know where your data might be hiding—no more “gotchas” later in the migration process.

Eden provides:

- Input file specification for loading data onto the target system, allowing for a pre-load ‘data validation’ step
- Customization of Eden's data migration scripts for your environment, along with recommendations on data migration protocol
- Development and testing of user data migration scripts to ensure no data is lost on pilot machines as well as comprehensive data backup
- Verification of data migration results to ensure accurate translation
- Automated and manual data cleaning to improve data quality, eliminate redundant or obsolete information, and match new system requirements

Zero-touch Deployment

Eden's Zero-touch Deployment moves your Windows 7 image to hard drives without the use of on-site staff. With Zero-touch Deployment, an upgrade can be deployed to every user in a matter of minutes, not hours. Don't have the resources to manage the deployments? No problem—our Eden Experts can help.

Eden offers:

- Complete hands-off deployment, with alternative processes as needed
- An off-line deployment strategy for machines that never log into the network
- Drive backup to ensure no data is lost
- A quality assurance process to ensure machines are deployed properly

3 Quality Assurance

Work the plan and plan to work

Tried and tested processes to ensure deployment quality—including a post-deployment checklist—can help you manage and gauge the success of your migration. They can also be vital when you need to deliver a migration summary report to business management.

Eden can assist your team by reviewing your quality assurance methods, helping you develop a comprehensive assurance process or checklist, or making sure your existing checklist is defined and validated.

If you need more comprehensive help, Eden can handle the entire quality assurance process, using Eden Experts on-site to personally test against a predetermined set of requirements.

Eden Quality Assurance can include:

- Development of a post-deployment checklist
- Review of your existing quality control plan
- Execution of on-site quality assurance testing

4 Staffing/Day One Services

Eden's migration team has been there and done that

Highly-experienced on-the-ground experts where you need them on the days you need them, to support your end users and troubleshoot issues as they arise. Eden is happy to supplement your existing team, or create a project-dedicated team to handle the entire on-site process for you.

Eden's team will follow your lead, offering experience and support where and when you need it. We can:

- Work face-to-face with end users to provide on-site transitional support
- Act as an escalation for your own IT staff
- Troubleshoot specific issues
- Upgrade hardware
- Push applications
- Quality Assurance endpoints with a post-deployment checklist
- Provide off-hours support



Related Offerings

- **Desktop Assessment, Design and Build**
Get help designing the appropriate desktops for unique segments of your employee population.
- **Training and Communications**
Custom and fixed-price training and communications offerings that include documentation, emails, timelines, outlines and experienced learning professionals.
- **Help Desk Support**
Eden offers a comprehensive, U.S.-based outsourced help desk for your employees.

SOMETIMES YOU DON'T KNOW WHAT YOU DON'T KNOW

TIMELINE + COST

Of course, we all know the ultimate timeline: **Support for Windows XP SP3 ends in April 2014.**

Eden's equation for estimating your particular desktop and end user migration timeline is a combination of key factors:



Working together with your team, we can determine a realistic timeframe for your migration and show you how adjustments to the equation variables can shave time off your project plan.

Eden strives to create flexible and adaptive options that allow you to purchase ONLY the services and support you need. Based on your budget and your migration timeline, we can provide:

- Fixed price options
- Time and materials
- Or any combination

Let's talk.

“What makes a Windows 7 migration successful is careful planning, an understanding of the user experience and a support plan that includes access to seasoned deployment professionals.”

– *Paul Deur, Partner,
Eden Technologies*

RELAX.

YOU'RE ENTERING EDEN.

Imagine combining the security you have in choosing one of the monster IT consulting brand names (you know who they are) with the expertise, personality and high-touch customer service you dream of in your ideal IT partner. That's Eden. With Eden's flexible and adaptive Windows 7 offerings, you can feel you've made a secure business decision while still talking shop with some of the smartest, most helpful engineers around. At Eden, we're always in the game with you, offering:

- Local-based support
- A team with years of deployment experience—not collective experience, real experience—during the times you need it most.
- Expertise in planning/design
- Direct access to experts
- Responsive and friendly tech gurus who don't just talk tech, they talk to you.

FOR MORE INFORMATION

Visit the Eden website

www.EdenTechnologies.com

To speak with a Service Product Specialist in the U.S.

Call toll-free 1-866-788-EDEN or send an email to clientservices@EdenTechnologies.com.



About Eden

Eden Technologies is the northeast region's premiere U.S.-based, enterprise-level IT consulting and managed services provider. With 10 years experience, over 300,000 desktops deployed and 2,000 endpoints under management, Eden stands as the company of choice for over 300 organizations, in a wide-range of industries including legal services, financial services, manufacturing and health care. Eden's rich success is based on three fundamental tenets: select only world-class engineers; provide unparalleled service; and ensure everything we do is not just done—it's done done™.

Eden Headquarters

424 W. 33rd Street, Suite 650
New York, NY 10001 USA
Tel: 212-206-0030
Toll-free: 1-866-788-EDEN

