

# WINDOWS 7 MIGRATION

DESKTOP ASSESSMENT, DESIGN AND BUILD



APPLICATION MANAGEMENT



TRAINING AND COMMUNICATIONS



DESKTOP AND END USER MIGRATION



HELP DESK AND ONGOING SUPPORT



A WELL DESIGNED WINDOWS 7 DESKTOP MEANS NOTHING TO A USER WHO CANNOT GET THEIR JOB DONE.

## USER PERCEPTION IS A MAJOR FACTOR IN DETERMINING I.T.'S SUCCESS.

**Help desk and floor support** bridges the gap between what you designed and deployed and what the user is experiencing. No matter how thorough the planning and how much feedback you have received, the one thing you can count on are bumps in the road. Eden offers a range of technical support solutions to help your employees transition to Windows 7.

Managing change of this magnitude can require extra help. With the very real potential for image installation, hardware compatibility and software issues springing up after migration—despite your best intentions—what process will you have in place to ensure your end users feel supported, and their often immediate needs met quickly and efficiently?

### The Help Desk and Ongoing Support phase includes:

- 1 On-site Floor Support
- 2 Local Help Desk Support
- 3 Extended Support
- 4 Extended Managed Services

LET EDEN HELP.



# SOLUTIONS OVERVIEW

## 1 On-site Floor Support

*Support from someone who has been there, done that*

Experienced Eden staff will “walk the floor” and interact with your end users on a daily basis as you first transition to your Windows 7 environment. A dedicated team with experience in IT training armed with an end user checklist will ensure software is functioning properly and will compile and escalate issues following your established protocol. Eden staff are not only knowledgeable, they are personable and resourceful extensions of your IT staff.

### Eden offers:

- Flexible on-site staffing options (off-hours, remote offices)
- Industry-specific specialists
- Can be combined with Eden help desk support

## 2 Local Help Desk Support

*On-site or off-site, we're not off-shore*

Let Eden's experienced help desk professionals supplement your own help desk, or act as a special project help desk during your Windows 7 migration.

### Our New York City-based help desk can:

- Provide on-site or off-site technical support
- Act as an escalation for your internal help desk
- Provide after hours help desk support
- Handle support for remote or regional offices
  - Problem isolation and resolution
  - Support request tracking and reporting, tickets and escalation

## 3 Extended Support

*Continuing success*

An organization's adjustment to new technology can take longer than anticipated. Eden offers 24/7 help desk support in an extended service arrangement to provide project-specific technical support to meet the varied requirements of your organization. Enjoy the benefits of a highly-experienced, centralized support team with the technical expertise that has been there throughout your migration, providing support as long as you need it.

### Within the structure of the Eden extended support team, we can:

- Implement your standards and policies until fully adopted by your organization
- Monitor change and provide change management assessment
- Provide a rollup of primary issues, roadblocks and gaps
- Field any and all technical questions

## 4 Extended Managed Services (MSP)

*Supplying peace of mind*

Our “Peace of Mind” support service will maintain and support all infrastructure components of your company's IT, including servers, workstations and network equipment.

### Virtual support includes:

- Help desk support
- Network monitoring
- Support tickets and escalation
- Hardware and software licensing and support
- Patch management



## Related Offerings

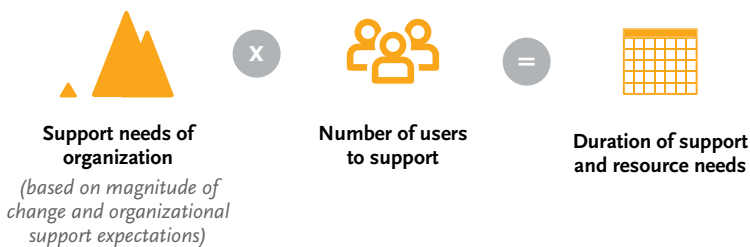
- **Desktop and End User Migration**  
Solutions for the most visible phase of your Windows 7 migration.
- **Training and Communications**  
Custom and fixed-price training and communications offerings that include documentation, emails, timelines, outlines and experienced learning professionals.
- **Altiris Solutions**  
A wide variety of Altiris offerings from a Master Specialized Symantec (Altiris) Partner.

# ON-SITE OR OFF-SITE WE'RE NOT OFF-SHORE

## TIMELINE + COST

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

We can deploy help desk services immediately after a two day evaluation of your needs and one-on-one sessions with your team. We will establish a dedicated team to move your end users through their issues and support your ongoing efforts to troubleshoot and manage change.



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.**

“A great support plan addresses the challenges of migration and the needs of your users. It is the bridge between the technology and the end user.”

– **Bill Bernius,**  
*Director of Client Services,*  
*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](http://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](mailto: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

