

# WINDOWS 7 MIGRATION

DESKTOP ASSESSMENT, DESIGN AND BUILD



APPLICATION MANAGEMENT



TRAINING AND COMMUNICATIONS



DESKTOP AND END USER MIGRATION



HELP DESK AND ONGOING SUPPORT



THE EASIEST THING TO FORGET  
WHEN PLANNING A WINDOWS 7  
MIGRATION IS THAT YOU ARE

**MIGRATING PEOPLE AS  
WELL AS MACHINES.**

The **Training and Communications** phase connects technology to the people impacted by it. And while it is often the phase that gets overlooked or buried in the planning process, an effective training and communications strategy can make the difference between an OKAY end user experience and a GREAT one. A successful training and communications plan manages user expectations, communicates potential obstacles and provides resources to address issues as they come up.

**Let's face it:** no matter how well you design and plan your migration to Windows 7, it is still going to be a tough transition for most of your users. Many people have a tenuous relationship with technology at best. That, combined with the pressure to get their jobs done, can be a recipe for intense frustration and panic. While you cannot control every situation that comes up, you can PREPARE people for the inevitable.

Eden's Training and Communications offering provides comprehensive solutions through all phases of your migration, with a wide range of pre-built and custom options.

## The Training and Communications phase includes:

- 1 **Assessment**
- 2 **Documentation/Communications**
- 3 **Scheduling**
- 4 **Execution of Communications/Learning Plan**

LET EDEN HELP.



# SOLUTIONS OVERVIEW

## 1 Assessment

### *Seeing the project from the PEOPLE perspective*

By the time your project is ready to roll, you have spent hours tweaking performance, packaging applications and managing the migration process. No doubt you have also spent a good deal of time attending meetings, and working through dozens of decision points. Choices have been made that will affect the way users work and potentially how they react to the change. The question is, has anyone worked with users to get their feedback and reaction?

Let Eden be your eyes and ears with the user. In addition to providing a detailed assessment of your Windows 7 desktop and migration plan from an end user's perspective, Eden can assist in running brief demos and focus group sessions to get initial feedback and test the waters.

Having an experienced training and communications specialist lead this assessment can be extremely beneficial to the success of your project. We can facilitate honest feedback, document potential issues and make recommendations for an effective communication and training plan as a result.

#### **Our assessment can include any or all of the following:**

- End user desktop review
- Communication and training assessment
- Focus/Pilot group facilitation
  - Demo and managed feedback session
  - Training and floor support for pilot group

## 2 Documentation/Communications

### *Making it worry-free*

When building effective documentation and communication strategies for your Windows 7 migration, there is no point in reinventing the wheel. While your support team wears many hats and works on many projects, our resources focus only on the job at hand, providing the most effective communication and learning plan for your project and your people. Our team has been through Windows 7 migrations both as users and as professionals in many different environments using a variety of learning methods. Our passion is to share what we know and make your migration the best it can be.

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

- Work directly with stakeholders and project leaders to understand communication objectives
- Work with your existing training team to assist and fill knowledge or resource gaps

- Draft emails and create flyers, training outlines, and handouts
- Create technical documentation for your IT knowledge-base
- Provide a tried and tested pre-built curriculum

## 3 Scheduling

### *Is the left hand talking to the right hand?*

No matter how simple your migration plan is, chances are it will require coordination. The migration process is when all worlds collide. Users may be scheduled for learning sessions as their machine is migrated to Windows 7. When they return to their desks (or come in the next morning) you want to make sure everything has migrated and the user is ready to work in the new environment.

While scheduling may not be high profile, it can cause serious damage to user perception if it is not done correctly.

#### **Eden scheduling assistance can bridge the gap between the machine and user migrations. We can:**

- Provide guidance for assessing the most effective way to migrate users
- Provide scheduling resources to manage the phases for each user and workgroup
- Create communications that step affected parties through the process

## 4 Execution of Communications/Learning Plan

### *Training and support delivered by seasoned pros who never forget their first time*

A seasoned training and support professional never forgets their first time being migrated. Compassion for the end user experience and knowledge of the new technology is what makes a great trainer. For your end users, the only thing that matters to them is how they are going to get through the migration.

You have done your work, you have designed the most efficient desktop possible, you have tackled many obstacles and devised a migration process that will work. Now is the time to turn the learning and communication over to people who know how to do it.

#### **Let Eden's seasoned training and learning professionals:**

- Conduct train-the-trainer sessions for relevant support people
- Deliver end user learning programs like lunch and learns, workshops, and other migration training
- Provide Day One floor support—just-in-time learning for busy professionals
- Conduct distance learning sessions to remote locations



### Related Offerings

- Desktop Assessment, Design and Build**  
 Get help designing the appropriate desktops for unique segments of your employee population.
- Application Management**  
 Whether you need a little assistance or a lot, we offer flexible pricing for managing application assessment, packaging and distribution.
- Help Desk Support**  
 Eden offers a comprehensive, U.S.-based outsourced help desk for your employees.

## FAILURE TO ACKNOWLEDGE AND PLAN FOR USER REACTION = MAJOR PROBLEMS DURING ROLLOUT.

### 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 Training and Communications 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.

“Having a seasoned training and support professional out on the floors during migrations to provide just-in-time help, advice and assurance, provides users and the organization with the most important ingredient for a successful IT migration—someone who cares.”

– Teri Coyne, Director of Marketing and Communications, 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™.

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