

System Migration (RDX)

'Effective and smooth deployment to a renewed workspace platform'

In order to retain or improve their competitive position, organizations cannot afford to fall behind on developments in IT. IT budget pressure often forces organizations to focus on small-scale projects that produce results quickly. In addition, the introduction of innovations in new workspace technologies and functionalities requires expertise. A risk-free and step-by-step approach is the solution.

The global Getronics Workspace Alliance (GWA) can help with our workspace system migration service.

A flexible step-by-step business approach

End users want to use their full potential and rely on a proven workspace with latest functionalities. Users want to share information, have constant access to data and use integrated collaboration features. A best workspace leads to a best performance.

To support this workspace operating systems are upgraded effectively and efficient to latest proven platforms. Continuity is the highest priority and asks for minimized risks, costs and complexity. All this asks for a well-planned and flexible scenario for a new workspace platform for the different business groups.

System Migration provided by the GWA

The system migration service offers customers the assurance of a controlled, effective and fast rollout of upgrades. The step-by-step approach includes using proven service components such as packaging applications, design, testing, acceptance and rollout plans, and integration with management. By ensuring that the rollout's implementation is as automatic and off-site as possible, we avoid having to install upgrades manually.

The structure of this approach is based on PRINCE2 and the Microsoft Operations Framework (MOF), and describes the phased approach that GWA recommends for such projects. We will use GWA Rapid Deployment eXperience (RDX) for the actual migration.

GWA follows a clearly defined step-by-step plan with a guaranteed turnaround time and quality level.

The migration service is created around a three-phase process with an additional management layer.

1. Plan phase

This phase precedes the actual migration projects. In this phase we address the needs, the customer's specific situation and strategic targets. Defining the business case in consultation with the customer is a very important part of this, and will also include an analysis of (financial) feasibility and the identification of any secondary effects. We will also look at whether any local laws and regulations are in place that may impact the project's implementation. This analysis will serve as the basis for the solution.

The Plan phase includes an inventory of the current IT environment and to identify potential problems, paying special attention to technical and organizational factors. Using a GAP

analysis, the results of this information can be used to determine the optimum way of implementing the new workspace environment.

2. Deliver phase

The workspace migration addresses mail, users, groups, data, backend and is facilitated by Rapid Deployment eXperience (RDX) including the following main components:

- Configuration of the back end, i.e. both the central and distributed server infrastructure.
- Organization and assurance of the Directory Service based on policies.
- Implementing the self-service portal and remote support tools.
- Migration of all customer locations, including packaging applications, technical testing of applications and package rollout.

After pilot follows a full deploy respecting business priorities in migrated business groups.

3. Operate phase

The point when the project phase is completed and the solution is put into operation marks the start of the next phase. In this phase the management organization focuses on the effective and proactive management of the new service. The project organization will resolve any remaining issues and provide support to the management organization for a specified amount of time.

The GWA system migration service is typically delivered as contributing service as part of outsourced workspace services such as service desk, asset management, desktop management, server management, network management, global field services and global program management.

Smooth migration with fast results

The benefits are clear; our customers can focus on their core-business activities. GWA provides a controlled, effective and quick rollout of upgrades. These are fully Microsoft compliant with a shorter migration completion time with protected user data. We use automated zero-touch principles saving time and money. Business productivity and interruption impact is mitigated and the service is flexible to any organization.

GWA is also awarded as *the* partner for Windows desktop deployment, winning for example Desktop Deployment Partner of the Year awards for its RDX migration technology and seen as 'top performing partner' in the Microsoft Windows 7 Technology Adoption Program, co-developing and influencing roadmaps around subjects like Windows 7, Office 365 and Online productivity services intensely with Microsoft – and integrate this into the total workspace environment.

Why GWA?

As ITIL implementer of the first hour and a challenging global player in integrated workspace management, our service has for decades proven in hundreds of companies. Based on a set of common ITIL v.3-based processes, the alliance's workspace outsourcing offerings offer a role-based approach and use highly standardized offerings. Worldwide GWA is a top 3 player in the market for workspace management with strong presence in all regions. You can rely on a consistent and flexible service.

Because IT services for the workspace is our core business, you benefit from economies of a flexible scale - lower operational costs and improved total cost of ownership. Our offer consists of a mix of self-adaptive, remote and on-site services that are tailored to your current organizational and user needs, locally and globally, with strong local business knowledge. GWA works according to tested, certified methods and provides very effective global and local billing including VAT management we fully take care of. You are assured of optimal results.

GWA offers 24x7 standardized services across different time zones from various global and local service centers. Our Global Service Delivery Model (GSDM) provides a proven, flexible and cost-effective assurance of consistent services worldwide, integrated onsite services and program management tuned to your local and global needs. GWA enables more than 11.5 million service desk supported end-users, services more than 6 million workspace related assets across the globe. GWA has more than 3,800 ITIL certifications and counts up to more than 32,000 headcount.

In addition, GWA is a leading service provider in the field of IT management with an excellent reputation in supporting remote mobile team(net)working and new rich unified communications in the workspace. We offer a one stop shop for a new effective and flexible way of outsourcing of IT infrastructure and support that goes with it because no single provider can effectively meet or deliver the needs of a global client. Tier 1 providers lack the flexibility and agility to respond to client needs in multiple geographies. As a result the GWA is recognized by leading analysts as having a clear vision of the market's direction and focused on providing services to meet future market needs.