Enjoy IT
Upgrade via Self-Service

Windows 7 Rollout at Nokia Siemens Networks

Atos has been operating the workplace infrastructure for Nokia Siemens Networks for many years. With 70,000 Nokia Siemens Networks employees in over 100 countries it was very clear to both partners how challenging a global Windows 7 Rollout would be. But in less than six months the rollout became a rolling stone.

The project result: An outstanding rollout due to the implementation of a Self-Service Portal with fully automized PC migration, a real best practice solution.

Atos

> "Thus the Windows 7 deployment has become a smooth running process, which does not induce any additional costs or high ticket volumes in the Service-Desk."

Peter Friedwagner, Director Workplace Management, Nokia Siemens Networks

Advanced Technology in spite of a low budget
The challenge

The existing Windows XP Workplace Design urgently needed an upgrade to Windows 7 due to expiring Microsoft-Support for Windows XP. This technology upgrade had to be implemented as smoothly as possible on a limited budget. As Peter Friedwagner, Head of the Workplace Management at Nokia Siemens Networks, says "the pressure to promote the innovation and to carry out the rollout at the same time at minimum cost, had driven both parties to radically efficient thinking."

Diligent preparation paid off
The project

The deployment includes clients in approximately 300 locations in more than 100 countries. A project of this size needed diverse and comprehensive preparation, from the testing of the comprehensive software shopping cart to the design and acceptance of the new Windows 7 Client-Images.

Additionally 600 applications have been tested for Win 7 compatibility prior to the rollout-project. An important success factor appears to be the very early involvement of business units and R&D departments at Nokia Siemens Networks. Before the Windows 7 Rollout Atos had also carried out an upgrade of the patch management- and software distribution environment as structural customizations were required on the setup for the rollout itself, in order to support both worlds XP and Windows 7 in parallel.

The Self-Service concept
The solution

Atos developed an user centric approach (Self-Service / Self-Help Portal) and complete automation in the backend. The overall runbook sequence is controlled via end-to-end KPIs, starting from a portal-click by the user until it completes the upgrade to Windows 7. Error root causes of errors are automatically determined and summarized in a daily report for project management.

Special features of the mutual best-practice approach:

▸ Rule based definition of the partition sizes C: and D: depending on the size of the existing drive
▸ Hard disk encryption (Checkpoint) with Single-Sign-On-Integration, integrated into the Process
▸ Distribution of global standard Client-Images on the next network-compliant deployment server. Alternative: Using an USB-Offline-Image for small locations
▸ High flexibility for required Image-customizations, technically supported by Dynamic Image Assembly
▸ Automated transfer of typical user profile settings through the User Data Migration Tool
▸ The smooth integration of the service-request-processes for additional User-Software with approval workflow and global license management.

Streamlined and efficient!
Success factors

Essential to the success of the project was the significant streamlining of the organizational aspects and the associated cost reduction:

▸ English as the sole language for service desk support throughout the rollout and client operation
▸ Providing a migration-wiki and a community forum for direct Self-Service assistance, both channels are actively used
▸ End-to-end KPIs, in order to track progress and quality of installations daily, so that the roll-out project, despite its size, is managed efficiently
▸ The Atos Self-Service Portal for IT services: Users can upgrade to Windows 7 to trigger the portal. The conversion is then fully automated.

The benefits

The customer agrees that the key to success is through the automation of services. The "Self-Service" opens up possibilities to reduce costs and significantly contributes to the satisfaction of customers and users.

▸ Technological leap from Win XP to Win 7 at greatly reduced migration costs
▸ High level of user satisfaction with the stable running of the migration process and the Self-Service and self-help concepts
▸ Flexible reaction to the service provider changes in the client image
▸ Transparent roll-out of the project with end-to-end KPI reporting.

About Nokia Siemens Networks

Nokia Siemens Networks is a global specialist in mobile broadband technology. The company is located in over 100 countries and generated sales of more than 14 billion € in 2011. Headquartered in Espoo, Finland.

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