evolution
through intelligent
workplace migration

For thirty years, IT teams have been managing wave after wave of technology migrations in the workplace: hardware refreshes, software upgrades, new operating systems, redeploying equipment – the list goes on and on

With the launch of Microsoft Windows 8 and the Microsoft XP operating system due to shortly go out of support, many enterprises are facing the heaviest migration challenge to date. Additionally, with cloud, ever increasing mobility requirements and bring-your-own-device being viewed as the route forward, the needs and expectations of the workplace are significantly different today, compared to just a few years ago. The tools and the processes that people use to do their jobs must be infinitely adaptive.

Which means that ever more complex tasks are required of the IT team, such as integrating mobile capabilities, updating software licenses and devices, complying with the regulatory framework, responding to ever greater security threats, and safeguarding business continuity. But very often, IT managers do not have sufficient internal resources to keep on top of ongoing changes – they only have the time to focus on core business goals.

That's why Atos is introducing innovative ways to break the migration cycle rhythm. Through our Adaptive Workplace solutions, we are helping clients to create workplaces which can evolve continually without disruption, without step changes or major capital investment. We can reduce risk and cost by assessing application compatibility in minutes, not weeks. We can cut migration time down to days, not months.

Developed in response to today's key market drivers, these solutions allow enterprises to respond quickly to changing business conditions through service levels honed to respond to your specific needs.

Atos has extensive, proven experience across all industry sectors: we can help you solve the concerns you may have about the selection, implementation, integration and upgrading of components for your end-to-end office environment – radically reducing the amount of time you spend on workplace management and integration-issues.

Your business technologists. **Powering progress**

Atos

Greater functionality, lower cost

IT decision-makers understand better than anybody, that in business, migration must always be controlled. You want the benefits to start paying back quickly; but you also need to guarantee integration, compliance and compatibility for heritage data and applications. Our systematic approach enables you to optimize workplace performance and to generate value that leads to a significant reduction of your total cost of ownership (TCO).

A solid architecture, created using high-quality standard technologies, is the foundation of Atos Workplace solutions. This makes management and maintenance simpler, more efficient, and in turn, very cost-effective. Changes are easy to implement and benefits can be realized through economies of scale.

Atos is vendor-independent, we have long standing strategic partnerships with the leading players in workplace technology, including Cisco, Citrix, EMC, Intel, Microsoft and VMware. But our most important partnership is with you – the client – helping determine the environment that best suits your business and the individual professional profiles of your employees.

Anticipating change and understanding your requirements, Atos Adaptive Workplace consultants work with your procurement teams to establish viable means of comparison for cost and quality, for example, making it possible to hold up cloud-based utility models against traditional desktops.

The technology mix will always depend on your business requirements. A full scale migration to Windows 7/8 may be a smart option for an enterprise with a strong existing investment in Microsoft and a desire to build out into cloud-based collaboration services; but for a public sector organization whose workspace investment has focused on open-source models, a wholly different set of choices may be appropriate.

After you decide on your personal workplace setup, we provide the necessary innovation and technical ability to undertake the migration, and then manage the solution on your behalf. Up-to-date software is made available through centralized remote management, meaning that there is very little requirement for on-site support.

We guarantee upgrades to new software versions and any cyclical material changes in accordance with mutually agreed conditions and Service Level Agreements (SLAs). For several enterprises we have achieved cost reductions of up to 40% on direct workplace management costs.

"The combination of Windows 8 running on Intel systems delivers a better user experience, greater mobility and improved efficiency. Following close collaboration, Intel teamed with Atos experts that help end customers migrate and capitalise on the latest Intel technology."

Gordon G. Graylish
Vice President
Sales and Marketing Group / General Manager
Enterprise Solutions Sales
Intel

Activating the benefits of Windows 7

Windows 7 simplifies tasks enabling people to get more done in less time. This is due to improved performance, faster application response and improved features for mobile workers. Corporate data protection and security is also improved and there are new levels of energy efficiency and management.

Atos enables your organization to make the move to Windows 7 quickly and efficiently with minimal impact to your business. Our approach is based on Atos' Workplace Transformation Services; which consists of five modular stages:

Workplace Migration Cycle

"Few organizations show the breadth and depth of technical skill and business acumen offered by Atos and we're pleased to work with them in deploying complex, enterprise scale workplace solutions."

Paul Simpson
Director, Windows & Mobility
Enterprise Partners Strategy
Microsoft Corp

1. Value – benefit and impact analysis

Open discussion with four different key groups:

▶ The workforce
▶ The CIO team
▶ Procurement and sourcing
▶ Human resource.

2. Assess – preparation and evaluation

Desktop and application strategy review assessment:

▶ User requirements
▶ Windows 7 vs Windows 8
▶ Application compatibility
▶ Proof of concept.

3. Prepare – project readiness

Business change and communication strategy and planning:

▶ Project and communication launch
▶ Back office readiness (co-existence, migration strategy)
▶ End-to-end migration pilot.

4. Move – migration and rollout

▶ Desktop client updates
▶ Application and data migration (transfer/ network synchronization)
▶ User training
▶ IT process improvement rollout.

5. Run – benefits realization

▶ Optimized delivery model rollout
▶ Benefit realization analysis
▶ Final customer satisfaction analysis
▶ Continuous refresh cycle process into operations.
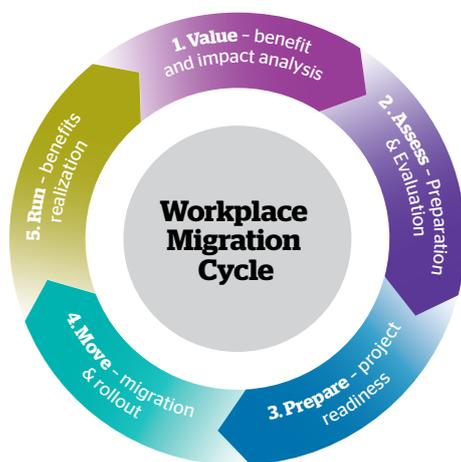
Technological leap from Windows XP to Windows 7 at greatly reduced migration costs

For many years, Atos has been operating the workplace infrastructure for Nokia Siemens Networks, a global specialist in mobile broadband technology. Their existing Windows XP Workplace Design urgently needed an upgrade to Windows 7 due to the expiring Microsoft support for Windows XP. This technology upgrade had to be implemented as quickly and smoothly as possible, on a limited budget.

With 70,000 Nokia Siemens Networks employees in 300 locations over 100 countries, it was very clear to both partners how challenging a global Windows 7 rollout would be. However, in less than six months the rollout became a rolling stone. This was due to the highly successful implementation of a self-service portal which fully automized the PC migration.

A project of this size needed diverse and comprehensive preparation, including the testing of over 600 applications for Windows 7 compatibility. Atos also carried out an upgrade of the patch management and software distribution environment as structural customizations were required in order to support both XP and Windows 7 in parallel.

For the rollout, Atos developed a user-centric approach via a self-service / self-help portal and complete automation in the backend, with the overall runbook sequence being controlled via end-to-end KPIs. The portal is triggered when users 'click' to upgrade to Windows 7, the conversion is then fully automated with user profile settings being transferred through the user data migration tool. The stable running of the migration process and the self-service / self-help facilities has led to a high level of user satisfaction.

"The pressure to promote innovation and to carry out the rollout at the same time, at minimum cost, had driven both parties to radically efficient thinking."

Peter Friedwagner, Director Workplace Management, Nokia Siemens Networks

Step into the future

With technology changing so fast, the dilemma is how do you combine approaches – mixing bring-your-own-device (BYOD) with a traditional refresh and delivery changes for your desktop and applications? This includes making decisions about security and performance; and how to unleash a consistent interface across your business, whether it is employee or corporate owned, tablet or PC.

You will need to consider:

▶ Bring-your-own-device integration policies
▶ Virtualized desktop
▶ Windows 7/8 refresh with new form factors.

We can help you to make the right choices, and at the same time make sure this is the last time you are stuck with this conundrum.

A logical step may be to combine Windows 7 and 8 as a part of a hybrid approach. We would help you to test your hardware and applications so that you can be confident that they will work in the future.

Windows 8 is not just another operating system

It will act as a catalyst to genuinely new and better ways of working. It encourages secure and agile collaboration between employees, customers and partners, working fluidly across different locations, media and devices.

Windows 8 is especially suitable for the new wave of devices like tablets and ultra-books; it allows for more flexible usage scenarios, more application possibilities, and better mobile working; but it offers the same management tools and the same compatibility story as Windows 7, with the same predictable costs.

Multi-touch capable devices will return the best user experience, but more traditional desktops and laptops will still benefit from Windows 8 and its new features.

Why choose Atos?

Atos has real depth of experience in migration skills. Whether you've got 500 or 500,000 employees, we can help to cut migration times down to weeks – minimizing the cost and risks, and maximizing the opportunities.

Having already undertaken over 400 major workplace implementations to date, we have the resources, processes and tools in place for reliable, near zero-touch deployments.

We also have the business and cultural experience to manage migration in the way that best suits your business: we are used to managing complex national and international deployments without our customers' business being disrupted.

For more information, contact: marketing@atos.net or **visit: atos.net**