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The impact of Windows upgrades on IT departments and how to eliminate costly migration issues

> "Free is not always free. Time is money and, from a total cost of ownership perspective, you get what you pay for."
>
> Jim Keck - Senior Executive, Enterprise Accounts at SmartSource

Understanding the Cost Issues

We have broken down organizations' most common mistakes they make that result in unexpected costs when upgrading their Windows operating systems.

1. Many organizations underestimate the time it takes end users to familiarize themselves with their new PC / system, and the time it takes to address problems with migrating existing user data, or settings recovery. This time can easily exceed three to four hours — time that could otherwise be used on productive work.

These soft costs are often not included as part of the IT budget allocated for refresh projects, but are of great concern for business owners experiencing employee-productivity loss.

2. End-user customizations are frequently not considered in the overall migration plan. In fact, customizations are mostly left for the employee to complete on company time. However, customizations such as reapplying and creating settings for the new desktop can be beyond a normal users' understanding. This leads to a surge in PC helpdesk requests that can run organizations $50 or more per call.

3. The third mistake is underestimating the logistics associated with PC migrations for users in remote locations and international subsidiaries, which can prove to be extremely difficult. The need to outsource to a contractor, or to fly a staff member to a site, causes deployment issues and costs to rise quickly.

4. The final mistake occurs inadvertently when data and settings are left behind. In a recent study conducted with an enterprise-level IT department, the results were troubling: 27% of respondents who used various tools for transferring data and settings reported data loss in the process.

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Migration Solutions

End-user computing is changing. What is happening in the OS market is comparable to the BYOD revolution that saw both the number and variety of devices on the corporate network skyrocket. This raises a number of challenges for successful control and management.

The PC, tablets, and other devices have evolved into very powerful systems. Today we have dozens of vital applications, several gigabytes of data, and thousands of settings in the Windows registry. Reestablishing all of these on a new PC is time-consuming and can be nearly impossible for an established, streamlined enterprise.

New PC deployments are on the forefront of many IT teams' tasks, but few tools exist at the enterprise level to successfully complete this endeavor. Proven migration solutions like PCmover Enterprise are not always known within many IT organizations.
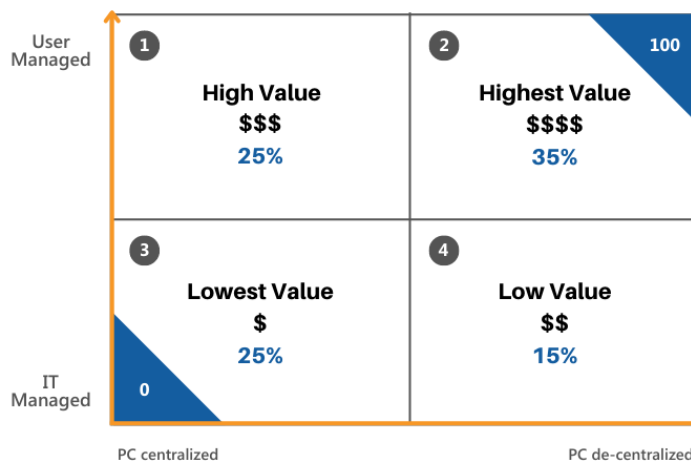
Organizations need a solution with minimal interruption to employees' productivity – one that saves time and resources, and that will seamlessly migrate the files, folders and applications vital to each employee's daily workflow. An IT Operations Manager at global enterprise once stated that manual migration methods "were prone to inconsistency and open to mistakes. Even with a significant time investment, manually finding and moving user data, profiles, and other files can still lead to missed data" — a sentiment echoed by many large organizations worldwide.

Laplink developed a simple view into the Enterprise Value Quadrant. The costs associated with the migration are ruled by two factors: by the way PCs are managed, and by the physical location of the PCs. If PCs are managed solely by the IT department, if users do not have admin rights, the data and settings are stored on servers, and the PCs are centralized within one location, then the benefit from PCmover Enterprise tends to be incremental. However, if the PCs are managed by the users and are decentralized, the benefit from using PCmover Enterprise can be exponential.

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Based on our experience and discussions with our customers, PCmover Enterprise saves organizations a minimum of $300 per desktop deployed, and can save as much as $2,000 per PC, depending on the organizational structure and IT policies in place.

PCmover Enterprise Value Quadrant Chart

Experience indicates no large organization will fit solely into any of these quadrants, but rather will have different departments or groups that are scattered over this matrix. It can be assumed that PCmover might not be the tool for every PC but is the tool for every organization. And it's the perfect tool for a managed migration of un-managed desktops.

An Effective Enterprise Solution

Laplink developed PCmover Enterprise to make the workstation migration process effective and cost-efficient. It automates the transfer of selected files, applications, data, and settings to a new PC. This includes user accounts, application environments, application add-ons, desktop backgrounds, browser favorites, and more.

PCmover Enterprise is an OS-independent transfer tool that allows IT professionals to migrate to the newest version of Windows. All migration scenarios are supported, and it has proven successful in migration projects ranging from 100 to hundreds of thousands of PCs.

PCmover Enterprise has an easy-to-use wizard that does not require any developer knowledge and that enables the IT Administrator to set custom rules to speed up the process. IT departments can predefine certain rules and policies within the organization to fit all cases.

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The Policy Manager allows IT Administrators to pre-check a variety of choices within the program to create a predefined version of the product that can be executed by a user or an IT engineer with minimal interaction. The experienced user might require all options to be open to them, but most users in an organization may be better suited by a no-touch or light-touch solution to minimize user errors.

PCmover Enterprise by Laplink Software is the solution for every organization that has over 100 PCs. It has been proven to save a minimum of $300 per PC deployed and it eliminates the need for extended project cycles. Using PCmover Enterprise helps organizations decrease unbudgeted costs during migration projects, and dramatically decreases productivity loss.

No matter where you are in your deployments of new PCs or operating systems, PCmover Enterprise will help make the process streamlined, cost-effective, and efficient.

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