



Planning essentials for a Windows 10 Migration

Whitepaper



Gold Datacenter
Silver Cloud Platform
Silver Small and Midmarket Cloud Solutions

wanstor

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Introduction

Many business, charity and not for profit organisations remember the pain of migration from Windows XP to Windows 7. Because of the “pain of change” most organisations have stayed with or plan to stay with Windows 7 for as long as possible.

This means Windows 7 is the most widely deployed desktop operating system in the enterprise space and has been the main operating system organisations of all sizes rely on for application delivery.

However change is afoot. A number of compelling events predominantly - Windows 7 support ending in January 2020 and hardware and accessory vendors stopping upgrades for many Windows 7 applications - are forcing IT departments to move to Windows 10, and this is driving Windows 10 adoption.

At Wanstor we believe now is the time for IT departments to start their Windows 10 upgrades and migration journeys from Windows 7 (If they haven't already). Windows 10 presents an entirely new challenge from a migration point of view. Major desktop upgrades no longer happen every five to seven years.

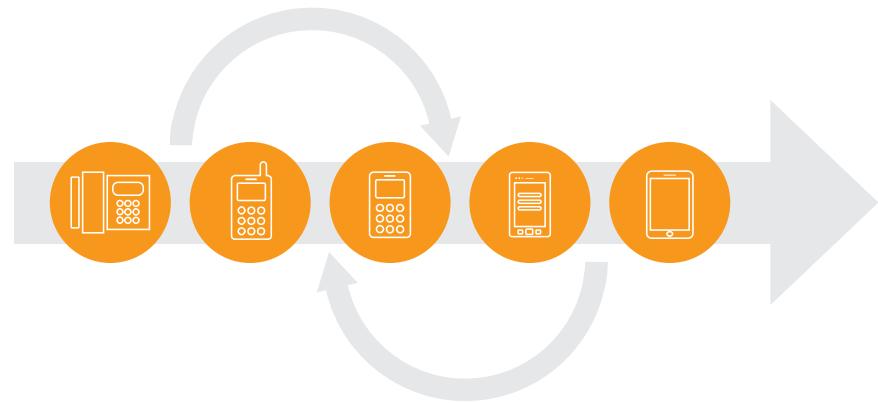


Figure 1: Constant State of Migration

Windows 10 is delivered “as a service”, meaning that it receives major updates twice a year, and each version is supported for 24 months at a time. The main reason why Microsoft have made these changes is so their operating systems can keep pace with the change of mobile operating systems.

Because of this fundamental change by Microsoft end user IT administrators now live in a constant state of migration and must adapt their approach to cope with this brave new world.

In this paper, Wanstor’s Microsoft experts will discuss the problem of migrating the end-user population between Windows versions, and how IT departments can be placed back in control of a predictable, smooth upgrade path.

In order to perform Windows migration properly, IT teams need processes that account for the computer, corporate-approved applications, and user-related data.



Why your business needs to upgrade to Windows 10

Windows 7 Goes End-of-Life In January 2020	Significant Security Improvements	Minimize Productivity Loss Due To IT Failures	Faster Access To Innovative Features & Improvements	Less Steep & More Continuous Learning Curves
<ul style="list-style-type: none">+ By January 2020, the Windows 7 operating system will go end-of-life which means that devices running the OS will no longer receive security or quality updates from Microsoft.+ IT departments will have to start paying a premium fee for Windows 7 Extended Security Updates (ESU) through to January 2023 on a per-device basis.+ There is less than 1 year left to upgrade from Windows 7 to Windows 10. All business, charities and not for profit organisations have less than 365 days to plan, evaluate, test, set up, deploy and roll out Windows 10 to all of their end user devices running Windows 7 - Most OS upgrades take between 6 - 12 months so the time to act is now!	<ul style="list-style-type: none">+ According to Gartner, the impressive security improvements are baked into Windows 10 solutions. This means organisations will be safer against ransomware attacks and have access to regularly updated virus protection as long as their devices are running.+ By putting regular patch and security updates in place attacks such as WannaCry, Meltdown and Spectre should have less impact on organisations who's devices are enrolled and regularly updated.+ Malware is now prevented from locking personal user files and only whitelisted apps are allowed to access and change files.	<ul style="list-style-type: none">+ Microsoft claims that the average employee wastes 27 minutes a day, or one working day per month because of technology problems. Mainly caused by "slow-running systems and equipment, connection failures, and outdated software".+ Microsoft has rolled out innovative enterprise productivity tools that can make a huge difference in a users daily workload.+ Windows 10 has a faster boot time, bio-metric support, a faster sign-on experience, and other load time performance improvements compared to Windows 7.+ Universal Windows Applications provide a seamless experience across different devices.+ Task View, allows users to have multiple windows open at the same time.+ Azure Active Directory cloud support, enables end users to login to Office 365 and other cloud-based services without having to remember different usernames and passwords.	<ul style="list-style-type: none">+ Continuous update methodology will make sure that business users receive them faster. Instead of having a new version every 3-4 years, Windows 10 receives two major feature updates a year in addition to the monthly security and quality updates.	<ul style="list-style-type: none">+ Faster features also has the effect that the user doesn't get overwhelmed with dozens of new things to learn at once. Once the initial migration is completed, users will have to adapt to fewer changes with each subsequent new version compared to a full new OS update.+ Change happens on a more consistent basis. This doesn't only create a different, exciting perception of the change itself, but also results in a much faster technology adoption across the entire user base.+ Think of how often your mobile device applications get updated. It's accepted by every user and happens in the background, largely (although not always) without consequence. This is the model that enterprises need to adopt for their IT estate.

Why your business needs to upgrade to Windows 10

Your Applications Will Require Better Life Cycle Management	Increased Visibility, Transparency & Control Of IT Change	Explain Your Proposed Update Process	Show Off The Benefits Of Automation	IT Processes Will Be More Integrated With Business Requirements
<ul style="list-style-type: none">+ The average organisation uses thousands of applications, many of which are created by a third-party. Software vendors strive to support the most up-to-date versions of the largest platforms which means they aren't going to support applications on older versions of Windows much longer.+ Without a well-managed upgrade process, your end users might lose out on support on their business applications.+ Business users can take advantage of the latest application productivity benefits, and keep in life cycle on the security side.+ Less shadow IT - The emergence of shadow IT has driven greater cost into organisations that have to manage the greater workload, and an increased level of change management and surrounding processes should drive down the need to require as much shadow IT to operate.	<ul style="list-style-type: none">+ Microsoft's Windows-as-a-Service roadmap includes two updates a year+ Continuous update cycles require an Evergreen IT or Business-as-Usual approach that focuses on constant improvement rather than big-bang rollouts every few years. Your business units want an active part in the upgrade process, rather than having it done to them.+ Get users excited about capacity-restrained self-service capabilities that allow them to validate data, choose devices, or volunteer for a migration by themselves.+ Turn your business managers into evangelists rather than adversaries.	<ul style="list-style-type: none">+ Give the IT team the opportunity to explain how they will be rolling out Windows 10 in planned phases, called deployment rings, and how they will be using automated scheduling and tracking to minimize workload on them while giving users maximum involvement and transparency.	<ul style="list-style-type: none">+ Show stakeholders how you will use sophisticated automation to do the heavy lifting, such as automated email communication based on a T-minus schedule, you can ease their spreadsheet hell anxiety.+ Of course, this cannot be done without adequate IT Transformation management tooling, such as a central command and control platform creating the foundation for effective and streamlined project management.	<ul style="list-style-type: none">+ Managing Windows 10 updates must be done on an ongoing basis and in much closer collaboration with the business units than ever before.+ IT will essentially become a central hub for facilitating IT services while business units can safely and quickly self-service.+ IT needs to become much faster at delivering the services that the business requires rather than being a blocker of progress+ In addition to the automation capabilities used, the IT team will have to put in place a proper software asset lifecycle as well as an application packaging and testing management process.+ Furthermore, central group policy management and application stores will facilitate a new service-oriented mentality.

Key concerns when upgrading to Windows 10

Productivity - A significant fear for IT Directors is the IT helpdesk being inundated the day after the migration. Usually this happens because either the migration was unsuccessful or the users no longer have the applications they need to perform their job functions.

Not only does the operating system need to be properly installed, the applications that are key to user productivity must be installed and functional. Even if the OS and applications are working properly, end users can become frustrated and unproductive if the environment isn't correctly customised to their requirements.

By capturing the user's profile settings before the upgrade, IT teams can make sure that the environment will be familiar and functional. For example, the user's local printer must have the correct drivers installed and configured. If not, the user will have to do it or create a help desk ticket.

Staff resource - Whether there are a few Windows XP devices in use or your users are in a pure Windows 8 environment, there is a certain amount of labour involved in upgrading operating systems. Such labour can be performed by internal IT staff, outsourced to a third party, or shared with the end users themselves.

There are a variety of successful models depending on the size, scale and distribution of your organisation. Productivity workers have never been more technology savvy, and they are increasingly being empowered to make decisions and act upon them. In an ideal world end users should be allowed to schedule their device upgrades for a time that accommodates their work schedule. They can also be given options on restoring their data.

Data Preservation - In organisations with a large number of legacy operating systems, data backup is essential. For instance, Windows XP can't be upgraded directly. It requires a clean installation. As a result, you must back up the end user's data, install the OS, and restore the data when finished.

Security - There are many aspects of OS migration that impact security. It is quite common for end users to be told to back up their data on external devices before migration and then restore it afterwards. Having financial data, healthcare patient data, or intellectual property on local drives, and leveraging external devices is fraught with danger. There are better alternatives to backing up to local devices manually. Once a device is upgraded, it must be secured with the latest OS and application packages before it's ready for use. Security should not be taken lightly, and OS upgrades shouldn't represent a security risk.

What is Windows 10?

Windows 10 gives users the tools to do more and stay secure. It enables them to harness the power of the cloud, and help IT teams reduce the complexity of managing today's modern IT device environment.

			
Intelligent security	Simplified updates	Flexible management	Enhanced productivity
Advanced security powered by cloud intelligence, that proactively protects your business.	Tools IT can trust to simplify deployment and updates, freeing your resources to drive more business value.	Comprehensive device management on your terms that supports on-premises, cloud, or both.	An intuitive user experience, with built-in tools and features that help people collaborate and work efficiently.
<ul style="list-style-type: none">+ Windows Hello for Business+ BitLocker and BitLocker to Go+ Windows Information Protection+ Windows Defender Credential Guard+ Windows Defender System Guard+ Windows Defender Application Guard+ Windows Defender Application Control+ Windows Defender Exploit Guard 7+ Windows Defender Antivirus+ Windows Defender Advanced Threat Protection	<ul style="list-style-type: none">+ Windows Server Update Service (WSUS)+ Windows Update for Business+ Desktop Analytics Upgrade Readiness+ Desktop Analytics Update Compliance+ Desktop Analytics Device Health+ Windows Insider Programme for Business+ Express Updates+ Delivery Optimisation+ 30 months of support for September 2019+ Windows 10 LTSC Access	<ul style="list-style-type: none">+ Kiosk mode+ Windows Shared Devices+ Windows AutoPilot+ Cloud Activations+ Hybrid Azure Active Directory+ Microsoft Store for Business+ Mobile Device Management (MDM)+ Mobile Application Management (MAM)+ Manage user experiences Windows Virtual Desktop Use Rights+ Microsoft Application Virtualisation (App-V)+ Microsoft User Environment Virtualisation (UE-V)	<ul style="list-style-type: none">+ Microsoft Search in Windows+ Windows user experience+ Microsoft Edge+ Cortana+ Office 365+ Microsoft Whiteboard+ OneNote for Windows+ Work across devices+ Accessibility+ Windows Ink

Key considerations when moving to Windows 10

Migrating to Windows 10 is now an urgent priority for IT leaders. There is less than 12 months to go before Windows 7 is no longer supported by Microsoft. IT teams cannot take the chance that their operating systems will just keep working with no support in place.

Many organisations who ignored the warnings about XP going end of life for support from Microsoft ran up against significant problems that impacted end-user uptime and productivity.

Beyond the certainty of Windows 10, there is the reality that the new operating system offers a significant upgrade in features that IT departments want to leverage as quickly as possible. Windows 10 offers a single platform for a variety of different form factors, including tablets, smartphones and embedded systems in addition to traditional PCs and laptops.

It also offers important new security features such as Device Guard and Microsoft Passport authentication. Finally, Windows 10 provides a clear migration path for Windows 7 and 8 machines that are reaching the end of their lifecycles.



As discussed earlier in the document it is critical to understand the challenges involved when undertaking an operating system migration.

At Wanstor we believe the top factors IT professionals should be considering in choosing the right tools and technologies to ensure a smooth and successful migration to Windows 10 include:

Achieve a Centralised View of Your IT Environment - IT teams have to know what they are migrating. Most organisations have a mix of different Windows desktop operating systems and versions. IT teams also need to understand BYOD devices in addition to traditional corporate device mixes. Any successful migration should start with a management platform with a centralised console that lets the IT team have a view of all of the different Windows versions and operating systems that are in use.

Eliminate/Minimize Business Disruptions - Users do not want to manually restore devices and applications following an OS migration. The IT team should make sure their management platform uses powerful imaging and migration capabilities to facilitate the migration to Windows 10.

Simplify Provisioning and Deployment for Your IT Team - Look for a management platform that allows the IT team to perform all configuration management tasks from a single console, eliminating the problems of dealing with multiple tools.

Support the Use of Multiple Directories - With the right configuration management platform the IT team should be able to integrate directly with Active Directory, NetIQ eDirectory or even multi-directory environments. The chosen tool should also be able to dynamically read user identity information from a directory.

Resolve Potential Problems Prior to the Migration - Do not start a migration and then realize during the process that you are lacking the necessary hardware and software. A new OS will involve a need to upgrade memory, processor speed and/or local disk capacity for some or all older devices.

While the hardware requirements for Windows 10 are not significantly greater than for Windows 7 or 8, an OS migration is a good opportunity to upgrade hardware. Make sure your configuration management platform allows the IT team to perform prerequisite checking to confirm that all systems are ready to go before the migration starts.

Accelerate Deployment - Without the proper tools, migrations can be extremely time consuming. The longer it takes to make the migration, the more risk and cost for an organisation. One of the primary goals of the IT team should be to undertake the deployment in the most efficient manner with the least amount of risk, whilst eliminating unnecessary delays. They can do this by using a centralised configuration management platform that allows IT to automatically multicast, assign and deploy images to devices, users and groups.

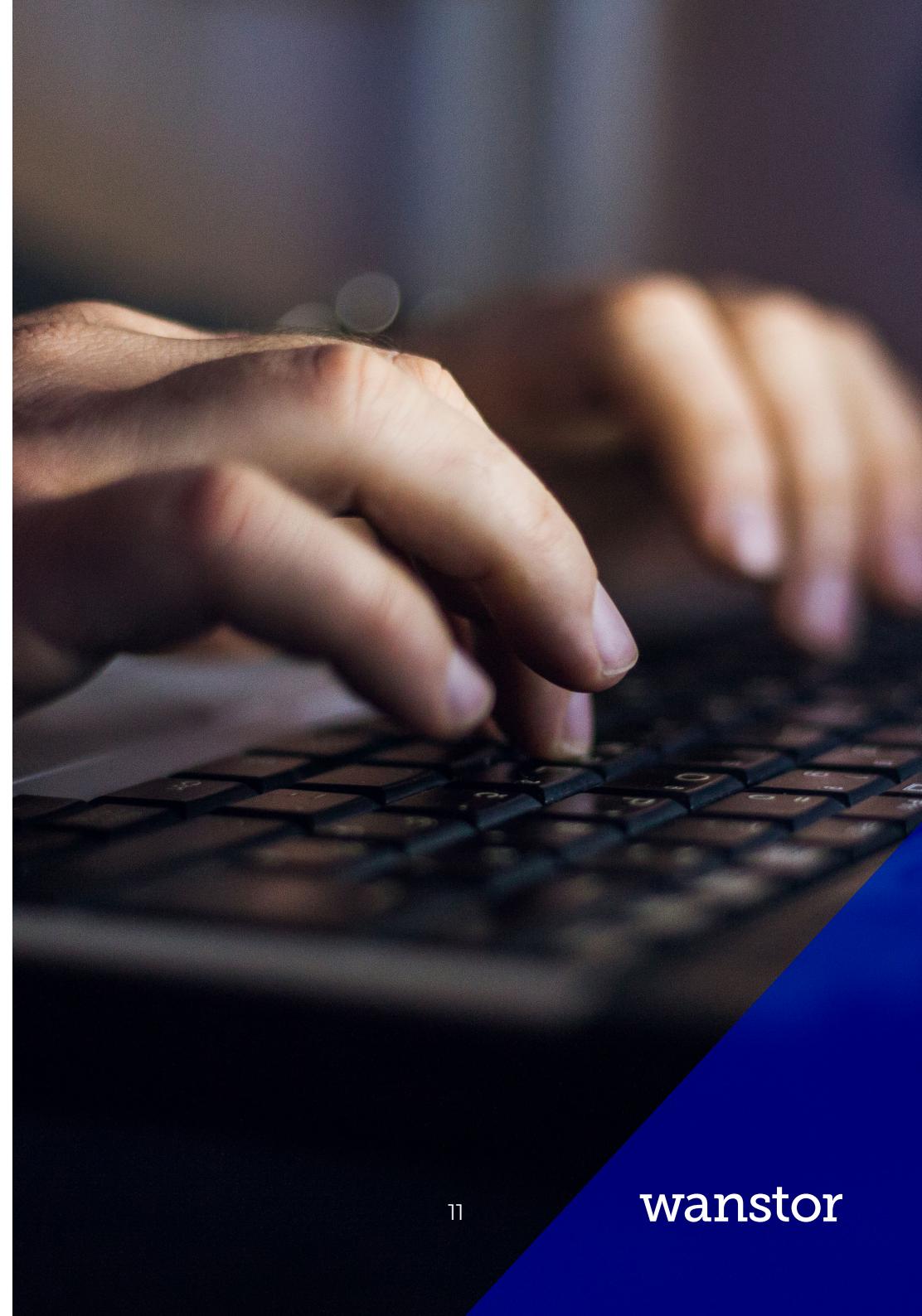
Enable Critical Updates at Any Time - Even After the Migration

One of the differentiating factors of Windows 10 compared to earlier Windows versions is that Microsoft will issue updates more frequently. With a centralised configuration management console, IT can manage updates much more easily and consistently, making sure that all users receive updates at the same time and are equipped with the latest patches and software versions.

Distribute Resources Based on Need - Different requirements will demand different resources from Windows 10. IT teams need to be able to easily distribute whatever resources are needed, where they are needed. They also want a solution that does not lock them into a Microsoft-only infrastructure. This means IT teams need to carefully evaluate a configuration management platform that runs on Windows or Linux and works with their database of choice.

Leverage the whole range of Solutions - A Windows 10 migration does not take place in isolation. In addition to using a centralised configuration management solution, the IT team will also benefit by leveraging a family of integrated solutions that work with one another to simplify and secure the migration.

Choose the Right Platform and Partner - The final and perhaps most important consideration is to choose the best solution and partner for a smooth and cost-efficient migration. Wanstor can provide a centralised migration management platform that allows the IT team to manage all of the different Windows desktop operating systems and versions in a mixed environment.



In Focus: Accurate and up-to-date IT asset details

In today's ever-changing IT environments, IT teams must have current information about software and hardware across their organisation. Manual compilation and reconciliation of IT assets requires significant effort, is often error prone and also outdated before reported on.

Wanstor use ManageEngine's Desktop Central web-based inventory management system, giving IT teams full view of all IT assets and automating IT asset management's manual reporting tasks. When upgrading to Windows 10, IT Managers should take the time to use an IT asset management tool to truly understand their IT estate.

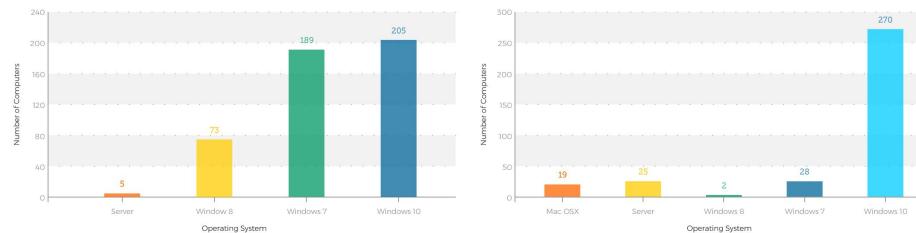


Figure 2: Examples of ManageEngine's Inventory Tool for Asset Management

Desktop Central offers the following Hardware Inventory Reports:

Computers by OS

Details computers by operating system including name, OS version, service pack, virtual memory, visible memory

Computers by Manufacturer

Details computers by manufacturer including computer name, manufacturer, model, system type, physical memory

Computers by Memory

Details computers based on RAM size including computer name, manufacturer, model, system type, physical memory

Computers by Age

Details computers by year of manufacture including computer name, installation details, domain name and description

Computers by Device Type

Details individual computers based on specific hardware type including laptops, portable computers and desktops

Hardware Manufacturers

Provides a list of hardware manufacturers along with itemised product count and software installation count

Hardware Types

Provides a list of hardware detected across the entire network

Alert Notifications

Enables sending of email notifications to IT administrators once new hardware is detected being added to the network

In Focus: OS Imaging and Deployment

OS imaging and deployment is often a critical part of IT administration. This task can also quickly become tedious and time-consuming. Wanstor uses ManageEngine's Desktop Central tools to automate the disk imaging and deployment process, saving a significant amount of time and effort during any migration project process.

Feature Highlights

	Remote Office Management From an internet connected location you can seamlessly deploy OSs to all remote office computers. Standardise your branch office OSs while saving time and money
	Modern Imaging Techniques Automatically capture active or inactive computer images using intelligent online and offline imaging techniques, storing your images in a centralized repository
	Customised Deployment Templates Customise captured images by creating deployment templates suitable to different employee roles or departments within your organisation

By using tools which automate the imaging and deployment of OS's many potential errors are eliminated. The OS imaging and deployment tool enables IT personnel to capture the images of different OS versions, customise the images for deployment, and deploy the images to a new system right from the Desktop Central console.

	Advanced Unique Deployment Techniques A secure deployment technique for image deployment via unique authentication passcodes. Boot any network computer and deploy OSs via these unique passcodes
	Post-deployment Configurations Define settings for target computers and configure post deployment activities to automatically install applications after successful OS deployment
	Hardware-independent Deployment Deploy images to any network system irrespective of hardware and vendor type - no hardware or vendor specific images during OS deployment

The fully connected End User Experience through Wanstor

Windows 10 Migration is a perfect starting point

End-to-end value chain



Connected Workspace

Access apps and data wherever you are

Full integration



Connected Office

Interconnect with your surroundings
in our place of work

Personalised, user-centric
IT services



Connected Employee

Interconnect with your colleagues,
clients and support

Organisational transformation



Align with business objectives
and drive adoption

Smart Service Centre

Service desk designed to respond to
different user needs and requirements

Distributed Smart Services

Second line support in offices and
remote for corporate & BYOD devices

Connected Support Services

Third line support for
all remaining services



Figure 3: The Windows 10 migration service is the starting point for delivering the right end user computing experience

Wanstor's Migration Model for Windows 10

Wanstor's Windows 10 Migration Service uses an automated, personalised approach. Simply put, the move to Windows 10 is structured and orchestrated according to your specific requirements and is personalised for end users. This enables the transition to proceed quickly and efficiently, at your organisations required pace resulting in lower migration costs and less end user disruption.

With Wanstor's Windows 10 Migration Model, all migration components including end-user data, hardware, apps, and infrastructure-are prepared in advance by our experts to support the entire migration process. The model enables end users to update their individual devices when it's convenient for them. Employees and contractors simply access a self-service portal to schedule the most convenient time for migration-weekend, late night, or early morning-from anywhere.

Typically, the migration process includes three key phases, summarised in the figure on the right hand side. Wanstor has a long-standing partnership with Microsoft and a strong track record of successfully delivering complex projects using Microsoft technologies across many industries. We also ensure that the migration is carried out using Microsoft best practices.

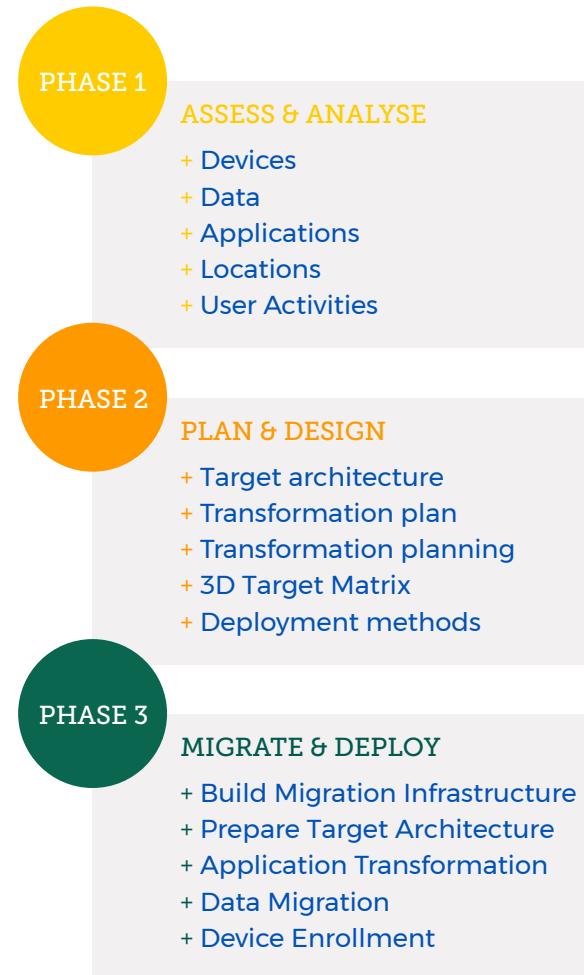


Figure 4: Key phases of the Windows 10 Migration Service.

Planning essentials for a Windows 10 Migration

For a successful enterprise Windows 10 migration project, Wanstor suggests the project leader adopts the following approach:

Plan for the project plan - Many IT teams make the mistake of thinking a large scale projects start on day 1. The reality is that large programmes of work and associated plans start before day 1 of a project if they are to be successful. A project can only really start when everyone involved understands the program objectives, their role within the project, and whom they need to interact with to get their job done. Project Managers should ask the people involved:

- + **What are they expecting out of the project and have the objectives been agreed?**
- + **What should the major milestones be?**
- + **How should they engage with delivery teams and what objectives will they need?**
- + **What should the schedule look like?**
- + **How do we identify the risks to the project?**

By dedicating appropriate time to write the migration plan, IT teams will create time to build a plan which identifies key objectives and gets the appropriate business buy-in before the plan goes to the in-life stage.

Understand the opportunities and constraints in the plan building stage

building stage - When setting out any IT migration journey, it is crucial that the team involved with project can define what success looks like and how they are going to achieve it.

This means understanding the entire end state for your Windows 10 users, from the infrastructure that supports them, the deployment tools used to provision them and the request / problem ticket systems that will service them. The migration will touch most elements of the IT services provided to end users.

Make sure the plan has clearly defined boundaries, and it is possible that budget, time and resource to deliver the plan is realistic for the success aims set.

Plan the project team and structure - When planning the migration project make sure the right people, skills and tools are identified and that they are available at the right times throughout the project. Additionally time should be dedicated to putting in place a proper project governance structure to make sure all the moving components are working together and are delivering when they should be.

Target Infrastructure & Platforms - Successful desktop migration projects have one thing in common – a well-designed and architected platform to deliver operating system, applications, and end user computing environments. Spend time calculating target numbers for each user or migration type, and sizing infrastructure accordingly.

This will give the project team the flexibility to manage changing requirements during the project. Also plan for additional work to take place to improve the end user computing environment e.g. upgrades to desktop management infrastructure, deployment technologies and supporting systems, applications and asset management processes.

Getting the architecture right and testing multiple deployment use cases will be critical to the ease of migration, and the success of the operating environment once your users have transitioned.

Think about and action how you will Design, Build, Test & Manage your standard OS image - Successful projects have a clear vision of what is included in the standard operating system build to be deployed to users, and how it will interact with the wider IT environment.

Making sure that requirements are well specified from the outset, and building an image with the drivers, configuration, security products and settings, applications, policy and profile settings that are required will help to achieve a more supportable build image.



Think about and then rationalize the application estate - With Windows 10 employing the new Edge browser, checking and testing web applications will be equally as important as testing client applications. If you packaged your applications in MSI or AppV format for Windows 7, then these should most likely be ready for Windows 10. Here are some of the questions IT teams should be asking during the planning phase:

- + Where is my application inventory stored?
- + How will I identify the applications that the project does not care about?
- + How will I identify my business applications?
- + How will I categorize applications for rationalisation?
- + Will I determine application usage to decide applications to take forward?
- + How will I determine application licensing status?
- + How will I determine target state application packaging/delivery platform (local/MSI/AppV)?
- + Where can I establish application compatibility with the target OS and standard build?
- + How do I determine my application owners?
- + What will be my application testing and sign off process?
- + Where will I hold and update my master and rationalised applications lists?
- + How will I perform business user acceptance testing?
- + How will I track application packaging workflow and readiness to migrate?
- + How will I refresh my application data into the project?
- + How will I manage the deployment of applications to my users?

Generating the tools, processes and procedures to support application management will take time. However, if planned correctly, it will give the IT team a much better chance of taking the current application estate and getting it to a target state in a much faster time.

Have a realistic timeline - Many projects fail to appreciate the sheer volume of dependencies, processes and procedures required to support a project of this size and complexity. Consequently, more resources are needed to run manually pieces of the process because they have not been standardised appropriately.

It is recommended that the project plans up front how long each process should run, what criteria needs to be met before an asset can enter the process, the process steps and when they happen. The timeline should include every aspect of the migration pre-amble, scheduling and deployment, and be documented in a format that should enable you to identify which tasks can be automated further down the line. The clearer the schedule of activities, the greater chance of running a successful end to end migration process.

Scheduling Methodology - How migration scheduling is going to happen in your project is often overlooked. IT teams need to ask - Who is going to build the deployment schedule? What drives the schedule (user readiness, application readiness, building readiness, department readiness)? Who handles changes to that schedule? How are deployment capacity constraints defined?

How will any third parties input to, and consume information from the schedule? What change control will be required to manage the schedule (e.g. is there a lock down period)? Are there any business or company change freeze dates that impact the schedule?

How will the project team and business liaison officers communicate the schedule? All of these and more should be assessed and discussed within planning efforts. Scheduling is an area that can become extremely complicated if it is not planned correctly at the outset.

Agree Your End-User Communication Plans - One common attribute of successful IT transformation projects is that they have a good plan for how they are going to manage end user communications and other required interactions.

- + **Will you just rely on email?**
- + **Is there a support number available?**
- + **Will you build a portal?**
- + **Will you send a regular newsletter with progress updates?**
- + **How will you communicate the project has started/finished and what people need to do for it to be successful?**

All of these communication questions need to be answered.

Plan Which Software Tools Will Support Migration Efforts - With so many IT migrations to manage, it is no surprise that supporting software tools have come to the market. The IT team will probably already be using some for user directories, software and hardware management, application workflow management, request and problem ticket systems.

These are great business-as-usual tools and can provide excellent sources of project data. However, a well-managed project will also consider the following:

- + **Do I need to discover hardware/software inventory and application usage?**
- + **Where will my data warehouse be, and how will I refresh the data periodically?**
- + **How will my project team communicate and collaborate?**
- + **Where will my master applications list and rationalised applications list live?**
- + **How will I track the packaging status for my applications?**
- + **How will I test for application compatibility?**
- + **Do I need end user acceptance testing, and if so, how will I perform and track it?**
- + **How will I communicate to my end users and do I want to automate this?**
- + **Do I want to automate/trigger deployment?**
- + **How will I manage my user profiles?**
- + **How will I track my vendor orders and logistics?**

Software tools can significantly accelerate migration efforts. However, like all software implementations, they should be planned correctly from the outset.

Plan Your Deployment Logistics - It is amazing how many projects set off with a scope that is physically not achievable. Many MSP's are as guilty as anyone of over-simplifying this complex area.

Their service is to make the logistics none of your concern, but the reality is that their service is part of your project and has to be planned in the same meticulous detail as all other areas.

Understanding 'how' you are going to interact, and agreeing your service terms in the context of your project goals is an activity that should be started in the planning phase.



Advantages for Upgrading Operating Systems with Wanstor

Software License Compliance Remains Intact after the Upgrade

Wanstor creates a “Software License Mapping Matrix” for those programs that are standard among every single computer in your environment (MS Office, Adobe Acrobat Reader, etc.)

This means you do not waste budget deploying software licenses to employees who didn’t need them in the first place. Whether you’re upgrading an existing machine or refreshing hardware you need to migrate software licenses based on your mapped plan and your licensing capabilities.

Understand your projected vs actual migration progress

We can provide your IT department and business executives a real-time view of what’s happening in the IT environment based on time and location. This means business executives can check migration progress against the plan e.g., how many machines are being migrated on average per business day, per week, or per month.

IT teams can also forecast and display how much time remains in the migration process at the current pace, taking into account migration success rates at different stages of the cycle.

Make sure users have everything they need

The Software License Mapping Matrix mentioned earlier enables IT teams to map out and preserve all the apps, packages, utilities, websites, favourites, virtualised apps, MED-V, Spoon, ThinApp, etc. that employees care about and that are critical to the business.

We are able to detect the versions of those apps and then map where you want those located on the new machine. You can also leverage this ability as an opportunity for standardisation, for example, migrating a particular application to the same version of the application or creating a new standard across the organisation.

Maintained Security Standards

We make sure that machines meet Microsoft Windows vulnerability patch baseline and that appropriate patches for Microsoft and third-party apps, antivirus definitions, etc., are addressed to meet compliance standards such as PCI and HIPAA.

Users know when their machines will be upgraded

As we all know in IT most users are resistant to change. However if you let users know in advance that the migration is taking place users are less resistant to a migration when they know what’s coming and can have input into the scheduling of changes to their machine.

Using our project management tools, the IT team can define the policies that govern how the migration process will function in your environment. They can easily schedule the migration event, communicate with end users, and gain the needed approvals to safely move forward.

If the end user needs to change the migration date, it's not an issue. The process simply makes the change with no impact on IT resources.

Fewer images needed as part of the upgrade process - With Wanstor there is no need for multiple images to migrate machines of varying models or manufacturers. Hardware independent imaging capabilities handle the two hardest migration pieces that cause "blue screens"-the hardware abstraction layer (HAL) and the mass storage driver-as well as all your plug-and-play drivers.

Instead of having one image that contains all the drivers for all possible systems in the environment, Wanstor enables the IT team to download only the drivers necessary for each machine.

Avoid excessive network pressure - Wanstor uses a range of content-delivery tools reduce bandwidth consumption and server resource usage, eliminating redundant traffic over WAN and LAN links. The tools we use help IT teams to easily distribute software, even in WAN environments with multiple hops and low connection speeds.



Machines Meet Naming Standards - As part of the upgrade a decision engine determines how a machine will look once it's upgraded, and this also encompasses PC renaming. You have the opportunity to provide consistent naming standards, whether based on a company prefix, user name, site prefix, country prefix, machine prefix, or any other standard.

Make the hardware refresh simple - It's a common misconception that migration challenges are easily solved simply by purchasing new hardware with Windows 8/10 pre-installed. Of course, many users have aging machines and organisations have considered XP's end-of-life as a business justification to replace hardware.

But what about the company's standard image or the software applications needed by the end user? What about the user data? How will it be transferred to the new computer?

End users won't appreciate the new system if none of their profile or application settings have been migrated. Network and security teams will have the added pressure of getting the users into the domain and making sure that the devices are secure.

While the refresh process is a viable method for getting a new operating system, many of the same costs and resource demands still exist to support the end user.

All Drivers Are Updated During Your Migration - With Wanstor, all drivers are up-to-date as part of the migration. Integration capabilities with Lenovo, HP, and other hardware brands ensure that BIOS, value-added software, ThinkVantage Technologies, HP battery monitoring, and other drivers supported and endorsed by the manufacturer are kept up-to-date and installed in the first place.



Planning essentials for a Windows 10 Migration

Wanstor Windows 10 Migration Service

Strategic impact, business results

Many IT service providers offer Windows 10 migration services, and many IT departments consider undertaking Windows 10 migration on their own. At Wanstor we believe we offer several distinct advantages over a DIY migration or a standard “out of the box” migration with another service partner. The reason why is because we approach the migration from a strategic perspective, not just a project perspective.

We are focused on cutting the time, expense, and disruption of the migration process. Most importantly we are capable of expanding the strategic benefits and business value of the migration. Wanstor is uniquely capable of delivering all of the following benefits to your organisation via Windows 10 migration:

“Windows 10 migration does not have to be a difficult, disruptive ordeal and you do not have to do it alone. Wanstor can connect you with the Microsoft technologies to make this move simple, fast, and strategic.”

Manmit Rai, Operations Director, Wanstor

SPEED

Your migration timeline is measured in weeks, not months. Our cross-industry experience and use of Microsoft technologies and deployment tools accelerates migration without disrupting users.

QUALITY

You maximize productivity because we monitor the pre and post-migration status against targets and create checkpoints. We conduct communication and post-migration quality checks.

PERSONALISATION

Our approach empowers the IT team and end users to migrate at their own pace, arrange convenient migration times, and receive the seamless, personalised services they need quickly and risk free.

FINANCIAL EFFICIENCY

We define the target migration status and run the transformation plan, which leads to an optimal automated/semi-automated migration mix to provide the best price/value ratio.

TRANSFORMATIONAL OUTCOMES

The Windows 10 Migration Services is complemented by a wide range of managed services that can help you optimize your cloud strategy, modernize infrastructure, and take full advantage of the Wanstor End User Experience programme.

Making the most of the opportunity

The move to Windows 10 presents an excellent opportunity to re-assess and rationalise hardware and application estates. It also provides IT and business teams the chance to review workplace processes.

Because many infrastructure elements and IT initiatives will be impacted by the move. It's also a great time to refine your cloud strategy, to determine which hardware and application resources might best be migrated to private clouds, public clouds, or a combination of the two.

That is why Wanstor's Windows 10 Migration Service provides options that support not only existing IT technologies and initiatives, but also more forward-looking strategies. For example, we can help your IT team:

- + **Migrate on-premises workspace and applications to cloud-enabled models that expand your cloud choices and the business value of the cloud**
- + **Retain your existing data and applications but optimize them for Windows 10**
- + **Rationalize your software to identify potential compliance issues or opportunities for cost cutting**
- + **Replace and refresh hardware tailored to the new capabilities and requirements of the new OS**
- + **Transform OEM bare-metal hardware into enterprise-ready devices**
- + **Partially or fully automate provisioning and associated processes**

There is no question about the value of migrating to Microsoft Windows 10. It offers an improved desktop experience for users, major security enhancements, cloud integration features, optimised code that speeds up performance and creates a consistent experience across devices plus many more features and benefits.

Wanstor is a Microsoft Gold Partner that can turn your Windows 10 migration into a strategic win for IT, end users, and the business. We can help you unlock value from Windows 10 to:

- + Create an employee IT experience that helps you attract and retain top talent
- + Modernize and optimize your IT infrastructure and cloud strategy
- + Rationalize your software to optimize licensing decisions
- + Accelerate digital transformation initiatives
- + Showcase the value of IT as a business partner

Wanstor will help your organisation migrate to Windows 10 quickly and efficiently, with minimal disruption to IT or end users. Our proven methodologies for Windows migrations mean we keep your wider IT estate and end user computing experience in mind at all times. Our Windows 10 Migration services connect your strategic objectives and business priorities.

For more information about Wanstor's Migration Services for Windows 10 please call us on **0333 123 0360**, email us at info@Wanstor.com or visit us at www.Wanstor.com.

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Silver Cloud Platform
Silver Small and Midmarket Cloud Solutions