Windows 10 enterprise migrations

Migrate users, applications, data, security, and settings

Highlights

· Facilitates a structured, robust, light-touch solution to Windows 10 migrations

· Flexible solutions designed around cost, duration and compliance

· End-to-end migration solution includes assessment, planning, application readiness, data migration, deployment, education and support

Take advantage of the benefits Windows 10 delivers in security, usability, mobility and performance, while saving costs on supporting an aging operating system.

With the release of Windows 10, organizations are considering how to approach migration. Windows 7 was released almost seven years ago, and there have been many significant changes to migrations since that time. Windows 10 introduces significant improvements to many areas including security, enterprise data protection, Windows Defender, serving branch options, and performance. As with any new operating system, Windows 10 also introduces adoption challenges, including infrastructure, application readiness, new devices and peripherals, accelerated updates, security requirements, end user education and support.

Some organizations may be reluctant to replace an operating system that is functioning well for them. However, it is important to note that Microsoft ended Windows 7 mainstream support on January 13, 2016. Windows 7 is now in the extended support phase until January 14, 2020, and comes with associated costs for support.

On October 13, 2016, Microsoft announced the end of sales for Windows 7/8/8.1 pre-installed on PCs. This means that any newly introduced device will come with Windows 10 pre-installed. As of Q4 2016, nearly 25 percent of all devices worldwide are already on Windows 10, while less than 50 percent remain on Windows 7.

Migrations can vary in duration - anywhere from 6-18 months depending on complexity, requirements and scope. For effective migrations with minimal disruption to the business, planning should begin in the first quarter of 2017.

IBM Managed Mobility Migration Services for Windows 10 provides an end-to-end solution including assessment, planning, application readiness, data migration, scheduling, rollout, education and support. Light-touch migrations can be initiated by IT or the end user, providing a positive employee experience.
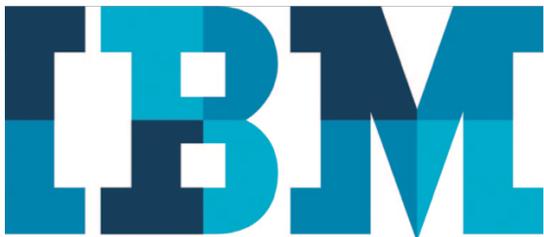
Understanding client priorities

Whether your focus is on reducing migration duration, minimizing costs, or strict adherence to compliance for all devices, IBM can build a migration solution that works for you.

Assess your environment

IBM's migration services provide an accurate assessment of device, user and application performance, and utilization data. This information is measured against key performance indicators to determine Windows 10 readiness, and is a key input in developing a high-level migration design.

New or existing devices

Most hardware that supports Windows 7 will also support Windows 10. However, if users are due for a hardware refresh, IBM can provide device procurement and deployment services. With an enterprise mobility management (EMM) approach to Windows 10, new devices can be shipped directly to the end user, ready to use out of the box. IBM Managed Mobility Services for Enterprise offers a fully managed EMM device management service for all mobile devices, including Windows 10, iOS and Android.

Secure devices with enhanced Windows 10 security

Securing corporate and customer information with data protection is critical to any organization. Windows 10 is the most secure operating system to date.

While migrating to Windows 10, IBM can assist in updating your IT policy to implement bring your own device (BYOD) and enable a mobile workspace across all devices.

Assess, remediate, and deploy applications for Windows 10

IBM will audit the enterprise application portfolio and determine which applications are compatible with Windows 10. Some applications can be made compatible with minor updates by Managed Mobility packaging services. IBM provides recommendations for the remaining applications on whether to virtualize, modernize, or acquire new software. This enables organizations to reduce licensing and support costs for non-required applications.

Applications can be deployed to Windows 10 in several methods: corporate image (if using traditional device management), dynamic provisioning (if using EMM), push installation, or self-service application stores.

Securely migrate user data and settings

Ensuring user data is securely and properly migrated is one of the most important considerations of a migration. IBM provides several options for data migration depending on user data policies and preferences. Options include automated data backup and restore utilizing network or cloud storage, and localized data migration where the data never leaves the device, but is stored locally in a protected area during the upgrade.

Network infrastructure and readiness

Operating system upgrades and data backups can strain the network and cause performance disruptions to business activities. IBM migration services can leverage peer-to-peer or branch caching solutions to alleviate the network traffic, and increase the deployment speeds during a rollout.

Traditional device management versus enterprise mobility management (EMM)

IBM can provide steady-state services for traditional device management (such as SCCM) or an EMM solution (such as MaaS360®, InTune or AirWatch). IBM Managed Mobility Services Platform Management (traditional) and IBM Managed Mobility Services for Enterprise (EMM) both offer fully managed device services for Windows 10. Combine either management approach with Windows 10 migration services for a seamless transition from migration to steady-state device management services.

Schedule a successful rollout

Let IBM assist in defining a rollout schedule that minimizes risk, reduces business interruption, and provides the best overall end user experience. An early adopter pilot program can be implemented to test processes and gather feedback on end user experience.

A phased rollout will be created based on user location, business unit, department, persona, or by custom requirements. Rollouts will accommodate critical or high risk devices and VIP users. Monitoring solutions provided by IBM allow organizations to track progress and user statistics during and after the rollout.

Notify, educate and support your users

Users, groups and departments need to prepare for migrations in advance. IBM can assist in communicating key migration information to users, including when and how it will occur. Providing FAQs, blogs, forums, and Q&A sessions will help the users better prepare for the upcoming migration.

Education should be offered before, during and after the migration. IBM's self-help resources can be implemented from the start so users can educate themselves on the benefits and features of Windows 10.

IBM's world-class service desk is prepared to support an organization's users during migration, and continuing into steady state. Our integrated multi-channel support model offers users the choice to leverage self-help resources, live agent chat, a client center walk-up bar, as well as traditional phone support. IBM can scale up the service desk agents, or put in place a temporary migration support desk to accommodate the increased support requirement during migration.

Why IBM?

IBM has provided global Windows solutions for nearly three decades, working with hundreds of organizations to migrate and manage Windows workstations. IBM currently manages over 2 million Windows devices for clients, in addition to migrating Windows internal IBM devices to Windows 10. No other vendor offers the complete integrated solutions IBM does when it comes to managed services for Windows 10.

IBM professionals have developed robust solutions to meet global security, support and applications needs, enabling our services to expand across additional leading platforms and devices. The depth of IBM's solution-integration capabilities is supported by a rich business partner ecosystem.

IBM has created device agnostic offerings, providing support across all devices and operating systems including Windows, Mac OS, iOS, and Android.