



Windows 7 Upgrade Case Study

Client

Our client had an aging end-user estate and a scheduled Windows 7 upgrade had been postponed due to budget constraints. To keep the estate running a limited budget was allocated to upgrade up to 500 laptops. However, in order to guarantee the budget, the upgrade needed to be planned and completed within a seven-week period just prior to the end of their financial year.

Challenges

Our client first needed to find 500 users with the most urgent requirements across a disparate nationwide estate and gain their buy-in to participate in the exercise within the limited timeframe. They also needed to resource field engineers and schedule teams in strategic locations, co-ordinate the purchase and distribution of additional memory and other peripherals and find a way of managing the outcome to a successful conclusion.

Solution

The ITAD Works were able to react within a very short timeline to design, propose and co-ordinate the activity schedule. We managed communications with the end-users, scheduling drop-in appointments at over 25 locations around the country. From a pool of 700 potential candidates we coordinated and managed end-users diaries to ensure engineering resource and hardware requirements were ready and available at the right time.

The ITAD Works Delivered

The project was delivered on-time, to budget and upgrade target numbers were exceeded. The ITAD Works managed the project despite a high level of potential candidates declining to participate (181 people) due to the tight timescales the project was working within. This required daily re-allocation of engineering resources in each location to achieve the target quantity.

- Efficient management of end-user communication and response process
- Co-ordination of equipment delivery nationwide
- Co-ordination of ITAD Works engineers
- Integration on-site with Client IT Operations
- Out of hours system upgrade
- 519 Laptops upgraded (target 500)