



CUSTOMER SUCCESS SERIES:

A GLOBAL CPG MANUFACTURING LEADER

2017

partners since

700+

endpoints

7500

employees

\$3 Billion

annual revenue

Taming the “Wild West” for a Windows 10 Enterprise Upgrade

The Scenario

A global leader in manufacturing and consumer goods wanted to upgrade their fleet of in-place computers (over 700 endpoints) to Windows 10. Naturally, this required the creation of a Windows 10 image, setting of group policies, application packaging, and deployment.

The setup was not so simple, however. Because of the company's global presence, they had endpoints all over the world, in countries as far away as the European Union, Egypt, and even China. This meant that upgrades had to be sensitive to local time zones, occurring only during the off-hours for each locale.

Local infrastructure was a challenge as well. Internet availability and stability were not ideal in some regions. And even when it was available, the connection was not always fast.

Over 700 endpoints for 7500 employees all across the world upgraded seamlessly to Windows 10.

Deployment had to be scheduled and managed in such a way that it could be completed despite this variability, and with little manual intervention from the IT team.

Previous IT policies were largely left to regional IT managers, and so standards and procedures were all over the map. Thus, there was also the cultural challenge of getting everyone on the same standards, and making them comfortable with a single, centralized roll-out.

And, as is too often the case, the existing IT staff did not have the time or manpower to dedicate to the upgrade.

The Success

With Model's help, this company was able to upgrade its endpoints in a timely fashion, without disruption. This included creating the Windows 10 image and application packages, setting group policies, and scheduling the roll-out itself.

What made Model's approach unique is that we started by trying to understand the current environment, asking questions and ascertaining the client's true needs (especially around functionality and ongoing security challenges). This way, Model was able not only to outline a plan, but also to speak to the overall impact of the upgrade.

In partnership, the two companies tracked the total number of installs and installs remaining, as well as the number of application packages and total applications. Weekly reporting was instituted, keeping track of upgrades completed that period and scheduled for the next period.

Finally, not only did the processes and standards put in place help the organization with their upgrade, but they did it in such a way that the company now was prepared for future growth (and the challenges it could bring).

The Back Story

Large companies will often send out a request for proposals (RFPs) for any project they are seeking to outsource. What this manufacturer had noticed is that not all replies to their RFPs were created with the same level of care and effort.

Some companies did not seem to understand that the organization wanted a Windows 10-only upgrade (as opposed to Office 365, which was already in place). Many tried to sell their own particular service or product without understanding the overall objective or company needs. Model's success came from understanding the client's goals and environment, and then working with them to achieve those goals. Good communication and a willingness to address challenges as they arose were key to the partnership.

The Impact

Having a consistent deployment of Windows 10 across the global organization brought a number of benefits:

SECURITY - Enhanced Windows 10 security features can now be used to protect data and devices (not to mention users) around the clock. These features include tools like AppLocker, Device Guard, and Credential Guard.

CONFIGURATION - With almost all endpoints on Windows 10, there is now a consistent set of configurations across endpoints. Reliability has been improved.

COMPLIANCE - Consistent reporting for compliance is now possible across the organization. As IT functions become more centralized, monitoring endpoints and making needed changes will be much easier.

PRODUCTIVITY AND SPEED TO MARKET - Upgrades are potentially disruptive events. The upgrade itself takes time and manpower. But complications, like software conflicts or broken applications, can also rob end-users of productive time—both at the time of upgrade and possibly in the future, as new patches and applications are added. With Model's guidance, the roll-out proceeded with minimal disruption and set the organization on a path to smoother IT operations overall.

About Model Technology

Model Technology Solutions is a consulting and managed services provider laser-focused on helping businesses realize the transformative power of IT automation. The Company's solution engineers strive to remain at the forefront of enterprise technology and the proper deployment and management of operating systems, end point devices, and infrastructures. Model values transparency and integrity and champions the continued growth of the automation technology community.

See how Model Technology can impact your business today and help you focus on what you do best.

Learn more at model-technology.com

 @ModelTechSol
 /company/model-technology-solutions
model-technology.com

