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>
> Kelly Schroeder
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DELL | **Microsoft**

Migration Insights

Thoughts from Dell and Microsoft

DELL | **Microsoft**

Now is the time to migrate to Windows 7 or Windows 8

On April 8, 2014, Microsoft will no longer be supporting Windows XP, but making the switch doesn't have to be difficult. Dell is here to help with hardware solutions and migration services.

Multiply the benefits of OS migration with the latest Dell PCs

Don't miss this opportunity to refresh devices and multiply the productivity, security and management gains from OS migration. Dell's new Latitude e7440 laptop (shown below) offers mobility at its finest in the world's most secure ultrabook™.

Your trusted partner—Dell Migration Services

Minimize downtime and disruption while creating an accurate budget that can lower the total cost of deployment by 62%.

Dell | Windows® Migration Services are modularized to fit your needs.

Below are just a few of the ways we can customize your migration experience.

Application inventory and rationalization

» Utilizing our industry-leading tools, we inventory workforce PC's, clean and rationalize the inventory, and prepare your application library for testing.

Application compatibility testing

» Rapidly test critical applications for compatibility with Windows 7 or Windows 8 by image fixing any issues we encounter using the Dell global applications factory.

Deployment planning

» Work with a PMI-certified program manager or solutions architect to help you build a comprehensive deployment plan.

Asset recovery and recycling

» Not only will we get your new equipment up and running, but we will also handle removal and retirement of your old computer equipment so you can concentrate on supporting your end users.

Latitude e7440

Ready for business   ■ Windows 8 Pro

Migration Insights

We asked five IT professionals for their real-world advice about handling migrations, both on the server and the client. Here's what we learned.

Kelly's day-to-day consists of working side-by-side (primarily on back-end work past the desktop) with an IT department of five overseeing a two-year technical school. Kelly's wheelhouse comprises storage, servers, networking, routing and much more.

Why migrate?

Migration in our company is guided by one of the main business goals of the college: to ensure all departments have the ability to train students to be immediately hirable. This is done by watching what is happening in the industries in which students will be placed, then adopting that technology in the college.

Our organization's recent operating system migration was prompted by seeing migration from outside employers. This gave the teaching staff the tools they needed while allowing students to have the necessary training to know what to expect when they get into the workplace.

Migration process

When migrating a server environment, it's always best to:

» Take advantage of toolkits from vendors. Deployment toolkits can save time (when imaging and deploying machines) and supply an incredible amount of flexibility with little to no downtime.

» Test all proprietary software to see how well it translates. This will make for a relatively seamless move.

End-user training

With any migration, end-user training is paramount for my team.

» IT exists to serve the business. Technology is not an end; the business succeeding, making money, and doing what it needs to do is the end. Users need the tools in place to make that happen.

» Whatever the internal staff and teaching staff are comfortable with is what we'll aim to implement. Their experience guides IT and IT provides advice on what's best.

What business improvements have you seen?

Office 365 has been the college's biggest game changer. Since we used to run everything in house (running servers on a shoestring with little or no disaster recovery plan), migrating to Office 365 has improved the backup process and saved the company incredible amounts of money, time and stress. Students now have the necessary tools and training to know what to expect in the workplace.

Plus, the staff can freely use storage and space as they wish: 25G of storage for every user. About three-fourths of the teaching staff is adjunct and they now have the ability to securely access instructional materials from anywhere. In the last 3 years we have migrated every computer in the college (over 1,000) to Windows 7 from Windows XP. Using MDT has reduced migrations and deployments from 4-6 hours to 30 minutes. ■

Software Engineering

Dirk Melvin
Network Systems and Security Administrator
community.spiceworks.com/profile/show/Dmel

Dirk's company supports engineers who write financial software and he spends the majority of his time completing the groundwork necessary to build servers. With four locations—two in the US and two in EMEA—most of the sales team are considered remote users.

Why migrate?

Our reason for migrating from Windows XP to Windows 7 was two-pronged: engineers needed the newer functionality and the overall infrastructure they were running needed more security.

Migration process

I recommend planning for both server and OS migrations by:

» Making sure that you have a solid test group. Track down people who truly know what they expect from the technology and what they need out of the environment.

» Piggybacking off of a scheduled maintenance period.

» Ensuring the vendor is behind their product 100% and checking out their support policies before your rollout. Plus, be sure to back up and test, test, test your resources and backups during software upgrades.

End-user training

» Check with each party involved to get clarification on what they'll need and how to make it happen.

» Let users know what changes are coming and how they will be affected.

» Establish an open door policy and a forum for questions.

" Don't just throw users into the new setup. Hold open sessions that will be using the new environments. Remember: all users are different—some want to hang on and others want to jump ship right away. "

What business improvements have you seen?

The business is now backed by up-to-date technology and more long-term support. ■

Chris Campbell
IT Manager
community.spiceworks.com/profile/show/Chris-Triumph

With 14 years in technology and 150+ users under management, at any given time, Chris uses migration to keep his company out in front.

Why migrate?

We had a unique experience. From a corporate standpoint, server and Windows 7 updates were happening and local offices had to comply.

Migration process

I recommend always putting together a migration plan.

» Create a system of checks to see which software is compatible, and then decide whether you'll need to work with the manufacturer/vendor on possible workarounds. A great option to organize this process is to use a numerical scoring system to determine effectiveness and safety during the migration.

» Make sure that your group policy is in order! It's easy to overlook all of the GPOs that are set up. So check GPOs top to bottom from corporate to local.

» Test. Test. Test.

End-user training

» The amount of training and guidance users need depends on the business you're in. Our team makes sure your airplane takes off and lands—a serious task. It's very process-oriented and requires hands-on training.

» A great solution for this type of user is to set up training sessions where they're using the new OS and test various scenarios while they learn—even in groups.

What business improvements have you seen?

We now have the luxury of a terminal server for remote folks. That way, they no longer have a hard time getting to local resources and have access to more support from our team and vendors. ■

Tony is no stranger to guiding his team through many types of migrations at a company that cares for 90,000 cancer patients per year. He onboards about 30-40 new team members a year, and leads a diverse team in delivering "outrageous customer service" to internal and external clients.

Why migrate?

Our reason for migrating was simple: with over 40 virtual machines that ran across two locations, it was critical to stay wedded to Hyper V technology and never miss the latest features. We are on the edge of migration, so I don't have too many fun facts yet. However, I can tell you that migrating to the server/OS will:

» Increase my server memory capacity by 100%.

» Increase the number of VMs I can host by 150%.

Migration process

When migrating a server environment, it's always best to:

» Stand up both environments right next to each other. Set up your new cluster and machine-by-machine build or migrate from the old to the new environments.

» Enforce communication (pre/during/post) within the IT department, to senior leadership and most importantly, with users.

» Depending on your industry, stay concerned about federal regulations and business practices and validate the new system.
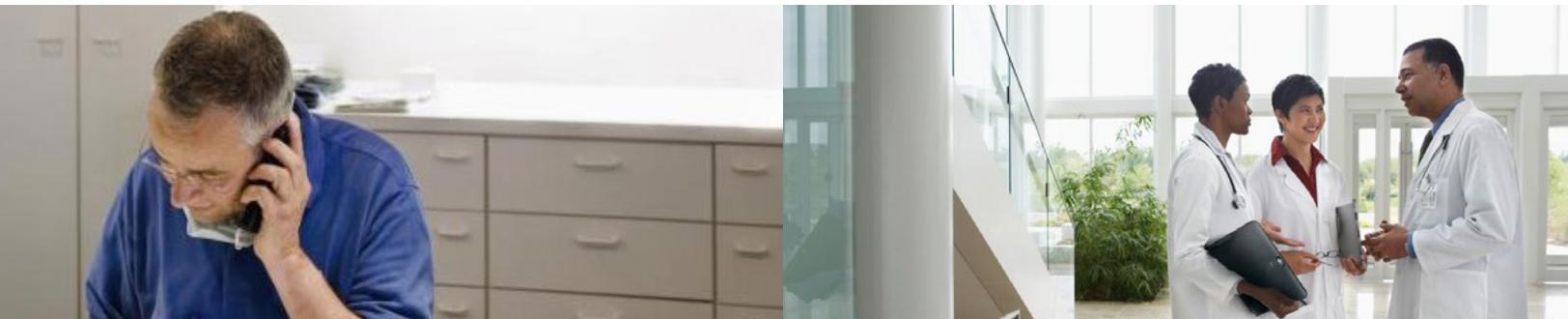
End-user training

With any type of end user, it's important to train.

» Before that happens, many IT departments forget how critical it can be to test and ensure that the entire IT staff understands the new technology and why it's being implemented.

» A great way to train staff and users is to utilize all the materials provided by your vendors.

"I recommend an average of up to three hours of training per employee. Then follow up with an open forum where they can ask questions and collaborate on an ongoing basis."

What business improvements have you seen?

Migration allowed our company to operate on a viable and solid platform backed by vendor support. Now that we no longer worry about licensing, we can focus on doing more with extra features like dynamic memory and storage. ∎

Mark Kleine
IT Manager
community.spiceworks.com/profile/show/mpk

Money doesn't grow on trees, unless you're an enterprise focused on trimming trees for major utility companies in tornado-prone Oklahoma. From real-time scheduling to targeting outage areas down to the exact household, migration has helped Mark's customers make the best use of his company's time and resources.

Why migrate?

We went from no machines in the field to machines that are capable of advanced data management. We adopted Hyper-V 3.0 and rolled out new telematics units in vehicles, Windows 8 mobile devices and Windows Phone 8 mobile devices.

Migration process

Our office is about 3 miles south of the most recent major Oklahoma EF-5 tornado paths. Disaster recovery is not an exercise; it's something we practice every time the tornado sirens blare. Update and migration planning is extremely detailed and critical to project success.

» When planning the right time to migrate to a new server or a new OS, make your move when the newest technology (most fitting to your business needs and goals) is available for you. That way, you can adopt something that makes it easier to swap out updated software versions as time goes on.

» Also, make any planned hardware updates alongside software updates. It makes the process more seamless and creates less downtime throughout an upgrade.

End-user training

» Depending on the user, even as little as 10 minutes of training can be sufficient to iron out potential usability issues.

» Let the users pick the time that works best for them to receive an OS upgrade. Then sit down for 10-30 minutes and let them get familiar with what they do on their own applications.

" Seek out users that have advanced skills in specific areas, and recruit them to perform the main 'first line' helpdesk tasks. This allows the subject matter experts to help their fellow workers and share their knowledge of the product lines. "

What business improvements have you seen?

We used to print and mail thousands of pages of reports every week with a data turnaround time of about two weeks. The migration cut processing time down to an hour. We've also shredded over 8 tons of stored paper documents, saving thousands in storage costs while allowing direct access to the files. The savings more than paid for all of the infrastructure improvements, wireless connectivity costs and hardware.

That's just the tip of the iceberg. Electronic documentation has reduced our annual external audit fees by about half and our processing time by over 100 hours.

We've even seen a huge difference in compliance. Non-compliance rates before digital upgrades were at 43%; now they're around about 2%, avoiding fines in our highly regulated industry. ■

Avoiding downtime! At my company's current size, a full 24 hours of downtime = $1 million and around 4,000 patients that aren't served. Always consider the implications of downtime in your company, no matter how big or small.

-Tony Lombard, VP of Strategic Informatics

Enabling end users through tech! Staff and students need to have the latest and greatest technology and support in place to get their jobs done, and to obtain jobs immediately after graduating.

-Kelly Schroeder, Network/System Administrator

Resources we didn't know we had. Since disaster recovery is a major concern, any process, procedure or device that's not accounted for can cause important tasks to fail. Part of our work involves driving into territory when others are heading out. Having everything needed to work in disaster areas, with access to the data back home is always a challenge.

-Mark Kleine, IT Manager

Ensuring that corporate policies are reflected in every rollout and technology decision at a local level.

-Chris Campbell, IT Manager

Ensuring there's proper support in place from all parties involved in IT management and transition; e.g., vendors, consultants, corporate affiliates, IT staff and users.

-Dirk Melvin, Network Systems and Security Administrator

What's your best piece of migration advice?

Stay open to new things and advances in technology, e.g., embrace BYOD. Avoid draconian policies and set up your network infrastructure so everyone (who needs it) can access the "mothership" in a safe, productive and secure manner.

-Tony Lombard, VP of Strategic Informatics

Make sure to always **keep the end user in mind** and understand what role technology plays in enabling them to deliver on business goals and objectives.

-Kelly Schroeder, Network/System Administrator

Remember to consider what you can and can't control. Sometimes it takes just one little piece of an entire infrastructure to shut down the stream. And don't forget to **test and find that piece** that's inconsistent before it sets you and your company back.

-Mark Kleine, IT Manager

Treat GPOs (group policy objects) as your number one priority. Formulate the settings properly to make for **a seamless rollout** during any migration.

-Chris Campbell, IT Manager

Don't change or upgrade for change's sake. Make sure there's a **real need for the benefits** and features that come with the migration.

-Dirk Melvin, Network Systems and Security Administrator

We're here to help

Dell and Microsoft are here to provide credible and useful information that helps you make good technology decisions for your business.

For more process-centric guides, videos, research-based whitepapers, technical datasheets and other resources on migration from Dell and Microsoft, visit:

Dell Windows Migration and PC Deployment

dell.com/migration

Dell Windows 8 for Business

dell.com/learn/us/en/04/campaigns/windows-8-commercial?c=us&l=en&s=bsd

Dell Windows 8 Support References

dell.com/support/contents/us/en/555/article/Product-Support/Self-support-Knowledgebase/Windows-Operating-Systems/windows-8-support?c=us&l=en&s=biz&cs=555

Migration Expert Zone – Windows Client Migration

migrationexpertzone.com/windows-client-migration

Do more than migrate. Accelerate!

youtube.com/watch?v=6yzx4GS0VdQ&feature=youtu.be