



WINDOWS 7 FROM THE ENTERPRISE APP STORE

WHY EMPOWERING YOUR USERS TO MIGRATE THEIR OPERATING SYSTEM COULD SAVE
YOU MONEY AND INCREASE PRODUCTIVITY

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ABSTRACT: This whitepaper outlines the challenges of a Windows 7 migration project and how these can be mitigated by involving the end users themselves in the migration process.

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The Windows 7 project

So you've decided to migrate to Windows 7. That was the easy part. Microsoft's latest incarnation of the most successful software franchise in history¹ is likely to be the principal desktop project for corporations over the next 12 months. Uptake levels in the consumer market are already well over the 200 million mark² and the corporate space is following suit with an estimated 83% of new PCs running the platform within the next year³.

Windows 7 offers businesses the most stable and secure enterprise desktop platform available. With Microsoft closing support for XP SP2 in the middle of last year, many have decided that now is the time to make the migration investment having bypassed the Vista path entirely. As well as the advances in stability and usability the new OS provides a broad range of new applications and connectivity options as well as interaction enhancements such as Windows Touch. Many IT departments are under pressure to deliver the new platform as their end users have already been using it on their home machines for some time.

The challenge now is how to deliver the project on time and on budget with minimal disruption to your end users. The planning and execution of a Windows 7 migration is significant. A project will typically last many months and can cost between \$1,274 and \$2,069 per machine being migrated depending on how well managed the environment is⁴. But this doesn't factor in some important end user costs. Time spent by users waiting for their machines to migrate and then troubleshooting application and configuration issues at the end of the process.

The technical challenges of an operating system migration project are well known. Is the target hardware capable of running the new platform? Can the corporate network cope with large deployment files downloading in business hours? What if users leave their laptops connected to the wireless network just before the migration? These are just some of the questions that need to be answered during the planning of the project.

But it's not just technical questions; there are a number of issues relating to the end user as well.

Where did all my apps go?

You're the end user. You've been migrated and your new Windows 7 operating system welcomes you for the first time. Now you're back to your day job. You login ready to start work but there's a problem. You can't find the CRM client application that you've been using every day for the last month. To make matters worse whilst you can find the Microsoft Project document you need to present to the management team tomorrow, when you try and open it Microsoft Project itself no longer appears to be installed. You might be using the best operating system that Microsoft has ever produced but it certainly doesn't feel like it. Where did all your applications go?

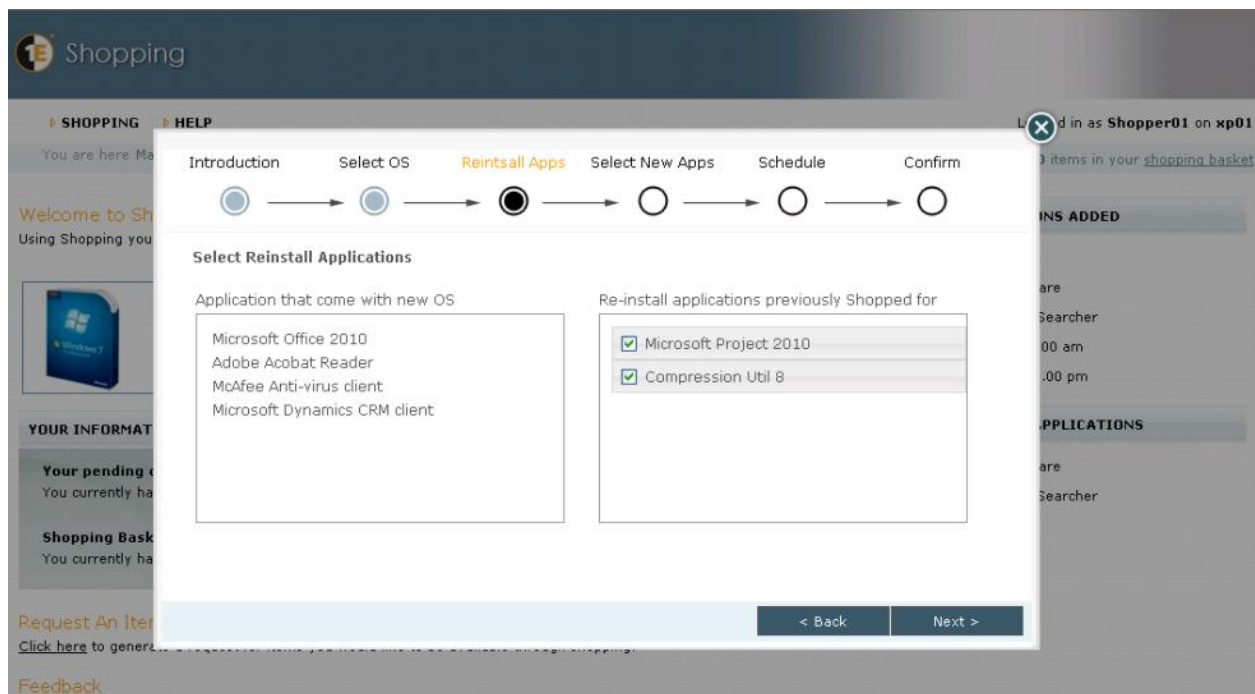
Sure, you have the core applications. The anti-virus is running great and the latest version of Microsoft Office is working and ready. But what about your personal apps? The portfolio of tools that you've built up over the years and have become critical to your productivity. Downtime in the period following an operating system migration is a major bugbear of business managers and end users. As a user you were happy with your computer, you had the applications you wanted and you knew how to access them.

A critical project deliverable is to make sure that end users are up and running again as fast as possible. A big part of this is to ensure that the applications a user had before they migrated are available once they receive their new operating system. Why not empower them to select these applications and manage much of the migration process themselves?

Windows 7 from the Enterprise App Store

So is the possibility of business users migrating their own operating system a reality? Solutions like Shopping™ empower users to request the software and services they need, when they need them. Shopping makes the process of requesting software as simple as buying a book on Amazon or an app on the app store.

But why stop there? Shopping enables users to request and control their operating system migration as well as software and other resources. The user is presented with a wizard that takes them through the process of their OS migration one step at a time. The user can also select the applications to have installed once the deployment is complete.



These might be the applications that they have previously shopped for or new applications that may only now be available on the new OS. The result is that the user is up and running with their new operating system and all the applications that they need as soon as possible. Applications that are not compatible with the new OS can be filtered out or alternatives and supported versions provided. Shopping can provide true application license and lifecycle control from the point of migration.

But that's not all. Users are empowered to select a date and time for the migration that suits them. This is within start and end dates defined by the project administrators with available slots published to reduce the risk of the project. This not only provides a benefit from the standpoint of the end users convenience but is also more likely to lead to project success. If a user has selected a migration time that suits them it is much more likely that their machine will be in a suitable state for migration when the time comes.

Project success

Automation of help desk tasks using self-service can save \$40 per request for software⁵. Why not extend this to Windows 7 migrations? It is proactive and progressive and shows IT departments as enablers rather than inhibitors.

Research suggests that the majority of businesses plan to move to Windows 7 either via a mix of hardware attrition or deployment to existing hardware over the next few years⁴. A successful Windows 7 migration project will be one of the key deliverables for many IT groups over the next 12 months. Solutions like Shopping can make these projects simpler and more successful. Change is never easy but involving your users in the process will ease the adoption, achieve “buy in” and empower them to make many of the choices themselves.

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