Case Study: Desktop Rollout

10,000+ Microsoft Windows XP Upgrade Project for Multisite Back-Office End Users

Commercial Corporate

IBM CONFIDENTIAL

End Client

One of Ireland's largest banking institutions.

The Challenge

As part of a three-year plan commencing in 2014, IBM where rolling out the latest version of the Microsoft Windows Platform to 22,000 IT end users. During 2015, IBM had completed Phase 1 of the project which included 5,000 devices spread across the banking institution branch office network. Phase 2, commencing in 2016 and scheduled to end early in 2017, would focus on the back office IT end users, typically 10,000+ seats across multiple sites in Ireland and the UK. Given the tight timeframe for completion, the volume of IT users to be upgraded, the multisite nature of the project and the diverse application mix on back office devices, IBM selected I.T. Alliance to partner with them to assist in the delivery of the project.

Further Information: info@italliancegroup.com | Ireland +353 (0)1 8690200 | UK +44 (0)845 0800575

The Solution

During 2016 and as a result of the challenges that surfaced during the deployment program, I.T. Alliance worked with IBM to deliver the project on-time and in-budget through two phases:

Phase 1 – "Floorwalking", Resolver Desk and 'Refresh IT"

IBM had requested for I.T. Alliance to flex up a team of 'Floorwalkers" to provide on the ground support for IT end users during the upgrade project. In addition to provide a certified, vetted team at short notice, I.T. Alliance complemented the floor walking team by setting up a Resolver Desk to triage end user support issues and facilitate quicker resolution and proceduralised support service. I.T. Alliance also deployed our "Refresh IT" desktop device and application audit tool to get a view of device information and manage the upgrade programme and visibility on the status of devices and end users completed.

Phase 1 challenge: While I.T. Alliance was responsible for the 'Deployment' part of the project, it was taking a long time for our team to get hold of the devices to upgrade. This was due to a number of reasons but predominately due to the delay in getting data and application information that sat on devices from the IT end users. By March 2016, I.T. Alliance had a view of end user device information and application on 3000 devices with another 7000 to be analysed and the 10000 to be deployed. The project was at risk of not being delivered on-time.

Phase 2 – "New Audit, Build-Room and Red/Green Device Strategy"

To speed up the deployment project, I.T. Alliance proposed to do the 'Audit' part of the programme to capture device information and data more quickly and feed this into our Floorwalking and Resolver teams. In tandem, with information and data now coming to us more quickly, we remolded and scaled up our team to enable us to do 1000 devices per week and hit our new year deadline. This included setting up after-hours and shift pattern over 24 hours in addition to commandeered the existing build room and reconfiguring it to enable more devices to come off the production line.

Finally, our team implemented a Two-Device strategy whereby end users devices where labelled either 'Green' or 'Red' – those labelled green where simply swapped out for a new device, whilst those labelled red where permitted to take a new device but hold onto their current device as a backup until all data and applications where mapped across. This enabled our floorwalking team to move from building to building more quickly than was being done previously.

The Benefits

The following benefits where delivered by the project:

- Flexible floorwalking team that could scale up and down as per requirements and circumstances during the project.

- Existing processes (e.g. onsite team, build room, device strategy) reconfigured to make them work at hit the pending deadline for full device switchover.

- Project delivered on time and in budget across multiple sites and locations despite initially being behind schedule