



Next >

Contact

Could your **latest corporate desktop upgrade** be the last you ever need to do



People matter, results count.



< Previous

Next >

Contact

The industry has long regarded the corporate Windows upgrade as a necessary evil that comes round every few years. It's one that many are going through at the moment as Windows XP goes "end of life".





But not only are rollouts of standard devices time-consuming for IT to do – increasingly, they are irrelevant to what businesses actually need. There are many reasons for this change, for example:

- A standard device with a standard “build” often fails to provide the flexibility required to support the increasingly diverse needs of users.
- The familiarity of the traditional Windows desktop is no longer a barrier to using other devices; many users know iOS and Android, for example.
- Mobile devices are becoming more important for maximising user productivity and effectiveness; they need to be managed and upgraded too.
- With the “bring your own device” trend – which can improve productivity and decrease costs – the concept of a fixed build is becoming outmoded.



If your IT function is to cope with this fast-evolving situation, you can't afford to sit back after upgrading to Windows 7 and then drift along until it's time to do the next upgrade.

Start preparing for the future today



< Previous

Next >

Contact

Instead, you need to stop and think about a strategy to support the new ways of working that businesses and users increasingly need and prefer. The objective is to allow as much flexibility as possible as to the devices and applications users can use, without any sacrifice of security or control.

Operating system upgrades will become part of the business-as-usual maintenance process, eliminating the need for today's disruptive, high-risk transformation programmes.



Review organisational requirements for IT services



< Previous

Next >

Contact

The first step is to take a fundamental look at how you, as an enterprise, deliver services to your users. Consider what devices you need to support, how applications can be most effectively delivered, and what you need to “trust”: the device on your network the build it uses, or simply the application and its associated data.

Only by understanding the specific needs of your business can you formulate a strategy for ensuring that the right applications are available on the right devices and to the right people at the right time.



Evaluate available technology options



< Previous

Next >

Contact

Many options are available to tackle every aspect of this new world. It's important you understand them all sufficiently to choose those that can best support your strategy.

An obvious challenge is to move to “platform-independent delivery”, i.e. to make applications capable of secure multi-platform delivery, while ensuring that your corporate desktop still works correctly. Most strategies are likely to hinge on application virtualisation, where you provision across a range of devices, instead of locking an application down to a particular device. Technologies that enable this method of delivery include workspace aggregators, which provide a trusted point of entry that is independent of the device used.





< Previous

Next >

Contact

The other major challenge is to maintain control and security in this new heterogeneous world. In future, instead of limiting the devices that can connect to the network, the focus will be on making systems inherently secure and enabling safe de-perimeterisation.

Again, technology options for implementing these approaches are proliferating. With mobile devices, for example, if the device does not connect to the network and authenticate itself with a given regularity, authorisation for access to key organisational data and applications can be denied. It can even be set to “self-destruct” (or at least, make itself unusable). The Mission Impossible concept is no longer just fiction.



“ Two key concepts in de-perimeterisation are the point of authentication (“how do I know who you are?”) and the point of entitlement and authorisation (“what can you have?”). We now need to find ways to apply these controls independently of the traditional desktop, and must decide where to do so: e.g. to the user, device or application”.



Plan and manage execution



< Previous

Next >

Contact

Having defined the strategy and identified appropriate technological enablers, you need to define how you will execute it. As usual, this is about prioritising the actions that will give the organisation the most benefit, while also progressing towards long-term objectives. Provided you create a realistic roadmap, managing execution should be relatively straightforward.



Why is this so urgent?



< Previous

Next >

Contact

The corporate desktop will be the prevailing model for a while to come; certainly, not all organisations are ready for “bring your own” or consumerisation. However, things are moving fast, even in highly regulated industries, and so every organisation needs to start paving the way for a more flexible and diverse future.

Doing this pays immediate dividends by creating a more robust operational environment. Not only that: it also makes you more agile when it comes to accommodating the changing needs of your business.



How could your service improve?



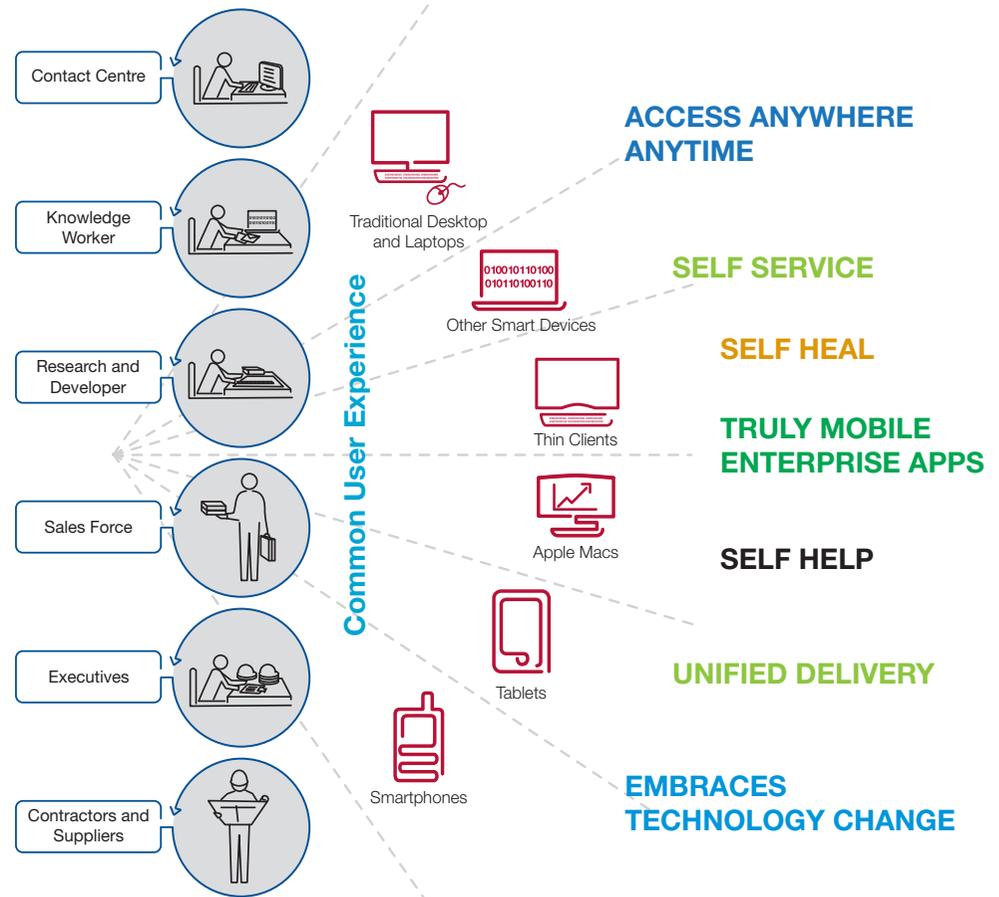
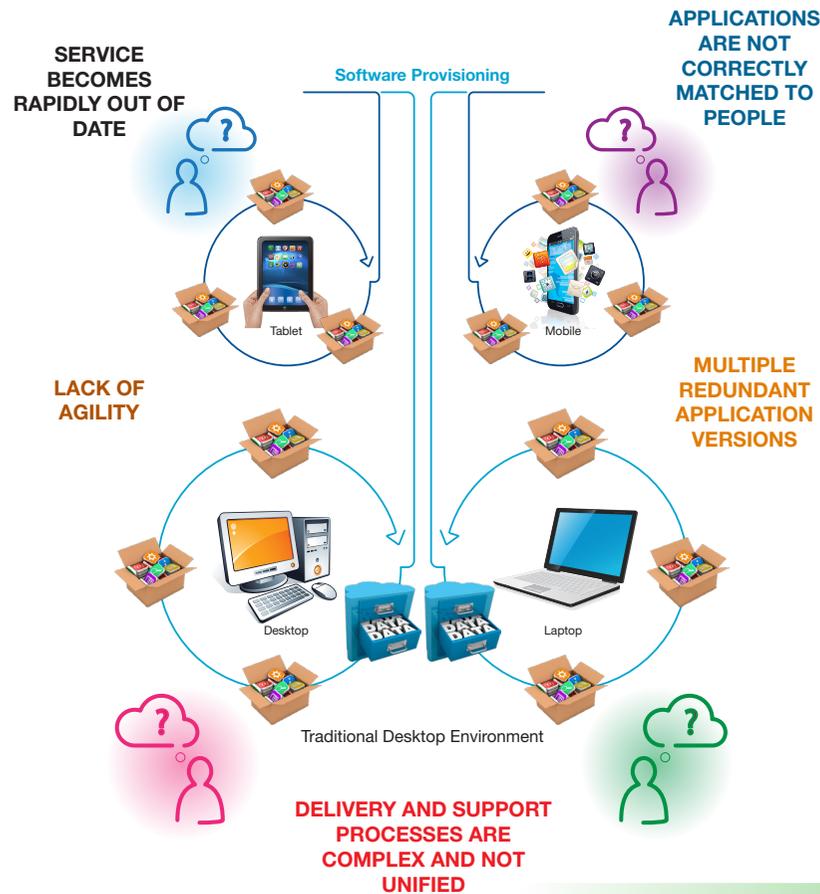
< Previous

Next >

Contact

BEFORE

AFTER



TRANSFORM AND SIMPLIFY



< Previous

For more details contact:

Andy Simpson

New Ways of Working Lead

Tel: +44 870 904 6429

andy.simpson@capgemini.com

Andy Bates

Vice President

Infrastructure Transformation Services

Tel: +44 870 904 3954

andrew.bates@capgemini.com

Sally Hunter

Marketing Manager

Tel: +44 870 238 2858

sally.hunter@capgemini.com



About Capgemini

With more than 125,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

www.capgemini.com

The information contained in this document is proprietary. ©2013 Capgemini. All rights reserved. Rightshore® is a trademark belonging to Capgemini.

People matter, results count.