



# Windows 10 Migration Service

Make this move count.

Capgemini 

# Take this opportunity to do something truly transformative.

There is no question about the value of migrating to Microsoft Windows 10. It offers a radically improved desktop experience for users, major security enhancements, cloud integration features, optimized code that speeds up performance and creates a consistent experience across devices—the list goes on.

There is no question about the urgency of moving to Windows 10. Mainstream support is coming to an end in 2020, new Windows devices are no longer certified for Windows 7, and all new peripheral hardware requires Windows 10.

The real question is what is your strategy? Will you make your move to Windows 10 as a tactical project, focused

on minimizing the impact on IT? Or will you view this as an opportunity to make real progress toward strategic initiatives that will transform the way employees work—and the way IT adds business value?

Capgemini is the one partner that can turn your Windows 10 migration into a strategic win for IT, end users, and the business. We can help you leverage Windows 10 to:

- **Create an amazing employee experience that helps you attract and retain top talent**
- **Modernize and optimize your IT infrastructure and cloud strategy**
- **Rationalize your software to optimize licensing decisions**
- **Accelerate digital transformation initiatives**
- **Showcase the value of IT as a business partner**

Capgemini will help you migrate to Windows 10 quickly and efficiently, with minimal disruption to IT or end users—but we do so in a way that keeps the big picture in mind: connecting you to your strategic objectives and business priorities. Don't just accelerate your migration—accelerate your transformation.

Windows 10



Figure 1: Windows 10 multi-device capabilities

# Build an experience that builds job satisfaction—and business performance.

Clearly, a better operating system translates to a better employee experience. However, new research highlights the critical link between the employee experience and business results.

According to one recent study, 83% of Chief Human Resources Officers (CHROs) say that the employee experience has become critical to their organization's success,<sup>1</sup> and another report finds that 66% of CHROs feel a superior employee experience drives quantifiable productivity gains across the business.<sup>2</sup> Research also

shows that by investing more in improving the employee experience, companies position themselves to win the “war for talent,” the ability to attract, recruit, and retain top-caliber employees.<sup>3</sup>

Windows 10 migration can be the catalyst for modernizing and optimizing all aspects of the employee experience. Capgemini's Windows 10 Migration Service isn't simply a project, it is a first step toward the “**Connected Employee Experience**,” a series of innovative offerings from Capgemini that harness the advancements of Windows 10 and other technologies to deliver the personalized, seamless experience that employees are looking for today, including:

- The ability to use any app, on any device, any time, from anywhere
- Access to all their data, all the time
- Consistency across devices: desktop, laptop, tablet, smartphone, etc.
- All the support they need—when, where, and how they need it
- Strong security, but without inconvenience
- Personalized services tailored to each employee's preferences and requirements

## Ultimate destination: Connected Employee Experience Windows 10 Migration is a perfect starting point

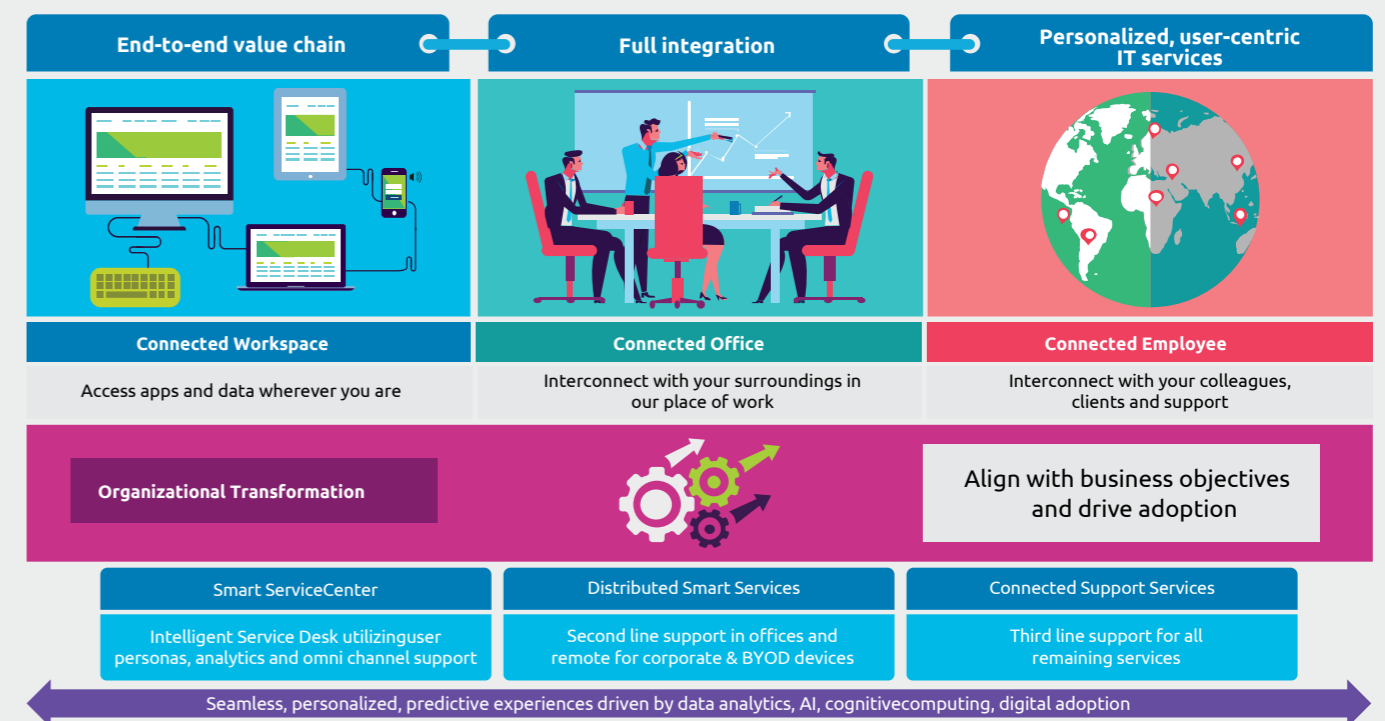


Figure 2: The Windows 10 Migration Service is the starting point for creating a Connected Employee Experience.

<sup>1</sup> Future Workplace and Beyond.com: “The Active Job Seeker Dilemma,” April, 2016.

<sup>2</sup> ServiceNow: “The New CHRO Agenda: Employee Experience Drives Business Value,” April 2018.

<sup>3</sup> “The war for talent” is a term coined by the McKinsey Institute<sup>3</sup> that describes the competitive landscape for recruiting and retaining talented employees.

The Connected Employee Experience offerings complement Capgemini's Windows 10 Migration Service to bring a new level of choice and flexibility to user-centric support. Each element complements and adds value to the other, creating an end-to-end value chain bringing advantages to users, IT and the business portfolio of end-user computing solutions. The net result: dramatic improvement in employee satisfaction, productivity, and loyalty—translating to superior business results.

## Optimize your infrastructure and cloud strategy.

The move to Windows 10 presents an excellent opportunity to re-assess and rationalize your hardware and application estate, as well as to review workplace processes—because many infrastructure elements and IT initiatives will be impacted by the move. It's also the perfect moment to refine your cloud strategy—to determine which hardware and application resources might best be migrated to private clouds, public clouds, or a combination of the two.

That is why Capgemini's Windows 10 Migration Service provides options that support not only existing IT technologies and initiatives, but also more forward-looking strategies. For example, we can help your IT organization:

- Migrate your on-premises workspace and applications to cloud-enabled models that expand your cloud choices and the business value of the cloud
- Retain your existing data and applications but optimize them for Windows 10
- Rationalize your software to identify potential compliance issues or opportunities for cost cutting

- Replace and refresh hardware tailored to the new capabilities and requirements of the new OS
- Transform OEM bare-metal hardware into enterprise-ready devices
- Partially or fully automate provisioning and associated processes

## The "SOM" migration process: Fast, simple, efficient, personalized.

Capgemini's Windows 10 Migration Service employs an automated, personalized approach called **Self-Orchestrated Migration (SOM)**. Simply put, the move to Windows 10 is structured and orchestrated according to your specific requirements and is personalized for end users. This enables the transition to proceed quickly and efficiently, at your own pace, minimizing cost and disruption.

With the SOM approach all migration components—including end-user data, hardware, apps, and infrastructure—are prepared in advance by our experts to support the entire migration process. SOM allows end users to update their individual devices when it's convenient for them. Employees and contractors simply access a self-service portal to schedule the most convenient time for migration—weekend, late night, or early morning—from anywhere.

Typically, the migration process includes three key phases, summarized in the figure below.



Figure 3: Key phases of the Windows 10 Migration Service.

Capgemini has a long-standing partnership with Microsoft and a strong track record of successfully delivering complex projects using Microsoft technologies across many industries. We also ensure that the migration is carried out using Microsoft best practices.

## Broad selection of components and accelerators tailored to your needs.

The Windows 10 Migration Service allows you to choose from a comprehensive set of Orchestrated Planning components and accelerators that support every facet of Windows 10 migration; these components can be bundled or purchased separately as needed to suit your organization's unique requirements. They include:

- **Assessment Service:** Application readiness is often the biggest bottleneck to successful Windows 10 migration. Capgemini identifies all the business and technical requirements of the transition and analyzes the readiness of discovered hardware and software to upgrade to Windows 10. It also provides actionable insights into the existing IT estate, for example which infrastructure elements can be refreshed, which can be upgraded in-place, and which need replacing.

In addition, we assess which applications will work out-of-the-box, which need upgrading, which need remediating, and what actions to take to maintain compliance with software license requirements. As a result, your organization is positioned to move forward into the planning phase with maximum speed and efficiency.

- **Target Design Model:** Using decision tree analysis, we define current and target migration scenarios for each device and group of users. Working closely with your team, we run a "What-If" analysis that enables us to test different migration scenarios, associated transformation programs, and the impact on target migration models with associated costs, benefits, timelines, and risks. We then design the optimal target model and plan the target architecture and device deployment plans.



Figure 4: Capgemini components and accelerators supporting Windows 10 migration.

- **Transformation Projects:** Because we know how migration touches all aspects of the end user experience, we have insights in how clients could further improve the value and benefits of a Windows 10 migration. For example, we can propose application remediation or rationalization initiatives; we can provide services to help you move to the Connected Workspace architecture; we can help you separate data, profiles, and applications from the end-point devices and synchronize user data to cloud or hybrid storage, and more.
- **Deployment Services:** After the planning and preparation phases are complete, Capgemini can help you with the actual deployment, ensuring that every user is successfully on-boarded to Windows 10. Using deployment bots (D-BOTS), we can dramatically accelerate this process, enabling users to schedule their individual migrations online and receive support afterwards.
- **UX Management Services:** Our AutoPilot cloud-based services simplify the transition and management of new Windows 10 devices. With the help of AutoPilot, the end user's device is automatically joined to Azure Active Directory, enrolled in Intune, and a clean Windows 10 install is transformed into a Windows 10 Enterprise install with the latest Windows version and updates applied.
- **Add-On & Managed Services:** Once your migration to Windows 10 has been successfully completed, Capgemini

can assist you further with a variety of managed services offerings—from refining your cloud strategy, through data services to managing your Connected Workspace or the entire Connected Employee Experience.

## The Capgemini difference: Strategic impact, business results.

Many service providers offer Windows 10 migration services, and many IT departments consider undertaking Windows 10 migration on their own. Capgemini offer several distinct advantages over any of these options—because we approach the migration from a strategic perspective, not just a project perspective.

We are focused on cutting the time, expense, and disruption of the migration process, but more importantly we are capable of expanding the strategic benefits and business value of the migration. Capgemini is uniquely capable of delivering all of the following

### Speed

Your migration timelines is measured in weeks, not months. Our cross-industry experience and use of Microsoft technologies and deployment bots accelerates migration without disrupting users.

### Quality

You maximize productivity because we monitor the pre- and post- migration status against targets and create checkpoints – and we conduct communication and post-migration quality checks.

### Personalization

Our approach empowers the IT organization and end users to migrate at their own pace, arrange convenient migration times, and get the seamless, personalized services they require quickly.

### Financial Efficiency

We define the target migration status and run the transformation plan, which leads to an optimal automated/semi-automated migration mix to provide the best price/value ratio.

### Transformational Outcomes

The Window 10 Migration Services is complemented by a wide range of managed services that can help you optimize your cloud strategy, modernize infrastructure, and take full advantage of the Capgemini Connected Employee Experience.

Figure 5: Summary of the unique capabilities of Capgemini in delivering Windows 10 migration.

### Example: A Leading Public Sector Organization in the US

This government agency was rolling out new hardware for their 1,200 end users and also wanted to take advantage of the improved security features of Microsoft Windows 10. Capgemini provided discovery, image creation, application compatibility testing and Windows 10 deployment, along with deployment support, engineering and after-care services. The results: The public sector unit now has a future-proof enterprise desktop management implementation, and is better positioned to meet the security and compliance regulations that the Internal Revenue Service (IRS) demands from the Department of Taxation.

### Example: A Leading Financial Institute in the UK

This U.K.-based financial services firm conducted a refresh of its workplace environment as part of an over-arching technology transformation. The institute wanted to take advantage of the improved features of Microsoft Windows 10, and introduce new ways of working in their 700+ branch network. Capgemini tested the new OS against core applications, providing the latest security controls and patches to minimize vulnerabilities. Capgemini also provided a solution to evaluate different vendor hardware and new hybrid devices to drive future cost savings in relation to asset investment and service support. As a result, an improved user personalization approach was implemented, allowing users to work more efficiently and securely, and the firm now has an investment path to enable the development of future technologies and services such as collaboration technologies.

## Connect with Capgemini.

Windows 10 migration does not have to be a difficult, disruptive ordeal, and you do not have to go it alone. Capgemini can connect you with the expertise, experience, and Microsoft technologies to make this move simple, fast, and strategic.





## About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

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### People matter, results count.

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