



## Case Study

### TEKsystems aided an IT company with managed OS migration services at 150 U.S. locations

**Client:**

A leading IT company and its client, a leading metal manufacturer

**Industry:**

Manufacturing

**Service Offering:**

Global Services

Deployment Services



**The Situation:** A world leader in metal manufacturing offers design, engineering, and production capabilities to its customers. As with any large company today, its IT infrastructure is an important element in its ability to run its business.

The metal manufacturer planned to migrate its network infrastructure to Active Directory and Exchange 2003 and engaged a leading IT company to design and manage the migration. The operating system on all 12,000 desktop and laptop computers would be upgraded to Windows XP Professional.

**The Challenge:** The IT company needed to deploy the upgrades at 150 locations across the United States. To fly its engineers to each site would have been cost-prohibitive; as such, the IT company needed a partner who could perform on-site upgrade services. The implementation approach would use repeatable processes that could be performed by trained and experienced technicians.

Large and geographically dispersed deployment projects have a significant number of moving parts:

- Personnel with the right skills would need to arrive at the right place at the right time for a single night of work.
- Each site would be upgraded after business hours and fully operational by start of business the next day. Active project leadership would be required to resolve issues immediately and avoid delays.
- Hardware and software shipping schedules, technology dependencies, personnel availability, and cost-effective travel plans could all result in last-minute changes to the site schedules.
- Lessons learned in the project would provide opportunities to improve the process and/or tweak the technology; the vendor would need to manage changes so that the site teams used the very latest versions.
- Manufacturing facilities would require special considerations including OSHA training, the use of safety equipment, and union issues.

TEKsystems®, a national IT services provider with over 90 branch locations in North America, had successfully provided the metal manufacturer with similar services previously. At the recommendation of the metal manufacturer, the IT company turned to TEKsystems to meet its on-site deployment needs.



**The Response:** TEKsystems developed a fully managed deployment solution that combined the project management processes of the PMI's Body of Knowledge with custom-developed tools and experienced project team members.

TEKsystems' first objective was to finish each site in one night. TEKsystems began the project with a 3.5-week project planning and pilot phase to identify interdependencies, test the project processes, and to develop contingency plans. Because the site tasks would be performed during third shift, TEKsystems mitigated the risk of team miscommunication by establishing an online collaboration website for immediate access to accurate forms and instructions.

TEKsystems assembled a project team to meet the specific needs of this project. After determining the level of expertise needed to follow the migration instructions, TEKsystems assigned traveling server technicians and just-in-time local PC technicians.

- The server technicians were technically qualified to provide first-level-of-escalation support to the PC technicians. In addition, continuity of these technicians provided efficiency through repetition, ongoing project knowledge and customer-environment knowledge, and reliability that each site could be upgraded in one night.
- Under the direction of the server technicians, more than three hundred local PC technicians completed the on-site desktop/laptop migrations.
- The TEKsystems project leadership team managed team preparedness, resolved schedule changes, and communicated and enforced process/technology changes.

TEKsystems also provided up to four days of post migration support at each site. The post-migration support assisted end users with any network connectivity issues, missing data files, or other migration-related issues.

**The Result:** Both clients were very pleased with TEKsystems' performance on this project. TEKsystems' proprietary project management approach incorporated the tools and experience necessary to bring the project risks into a controlled environment. Structured processes and a single-point-of-contact approach provided reliable results, a critical component in a project performed after business hours. In addition, the blend of dedicated traveling team members and local just-in-time team members provided a consistent performance across the project without the expense of an all-traveling team.

#### **The Technology:**

- Microsoft® Active Directory®
- Microsoft® Exchange 2003
- Microsoft® Windows® XP Professional