1E

WINDOWS 8 MIGRATION
CONFIGMGR UPGRADE

ZERO-TOUCH WINDOWS MIGRATION THANKS TO 1E

Housing development company Pedcor completes OS deployment in a few weeks using automated systems management solution to deploy Windows 8 and Microsoft System Center 2012 Configuration Manager (ConfigMgr) to multiple locations.

PEDCOR
COMPANIES

Challenge

Having already manually completed a Windows 7 upgrade during a hardware refresh less than a couple of years ago, Pedcor wanted to upgrade its users' desktops to Windows 8 and also install SCCM for its systems management using automated delivery.

The housing developer wanted to avoid investing in new servers as well as reduce the time and effort of the IT team so that the migration would become an automated BAU task.

Solution

Pedcor was able to complete the Windows Upgrade for its entire estate in just three weeks without user disruption using Nomad 2012. It enabled the IT team to concentrate on training users how to use Windows 8. This made the upgrade seamless and enabled users to be familiar with the new OS in a short time. Not only was productivity unaffected but it actually improved.

By deploying Nomad, the company has not had to invest in Distribution Points for its ConfigMgr architecture - as it is able to leverage client workstation and unused network bandwidth to distribute OS images, patches and upgrades.

Business Benefits

Costs of $304,292 were avoided (over three years) in both capital and operational expenditure for a fast, painless migration to Windows 8 and deployment of ConfigMgr 2012:

- Operational, migration and energy savings of $149,984
- $154,308 cost avoidance in buying and operating 77 Distribution Points
- Positive user experience with the new OS - no downtime; more productive
- Windows migration built into BAU tasks - business not disrupted, and no distraction from key IT tasks.

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Rapid and Painless Windows Migration

About Pedcor
The Pedcor Companies develop, construct, and manage market rate to affordable housing communities throughout the Midwestern and Western United States.

The company was founded in 1987 when principals Gerald Pedigo and Bruce Cordingley developed the first affordable rental housing community in central Indiana.

To date, Pedcor has developed over 17,000 apartment units throughout California, Illinois, Indiana, Kentucky, Michigan, Nebraska, Ohio, Missouri, Tennessee, Iowa, Virginia, and Alabama.

A development company with headquarters in Carmel, Indiana, Pedor develops and manages affordable housing. It has 77 locations across the United States, from east to west, where small workforces are based – generally comprising a manager, leasing agents and a few maintenance workers – with, on average, five to seven PCs in each location which were non-domain joined computers.

The company deployed Windows 7 a couple of years ago. Pedcor implemented a new technology in Windows 7 and Server 2008 R2 called 'Direct Access' where the IT department was able to domain join these remotely located PCs and manage them as part of the device and machine management from its corporate HQ.

> **"With Nomad and remote distribution we were able to come up with a really elegant solution to be able to do OSD over the WAN."**
> **Sumeeth Evans , VP Information Technology, Pedcor**

"When we started considering how we wanted to do our Windows 8 deployment we looked at how we could improve on our last migration process. When we did our Windows 7 deployment we basically shipped PCs into our corporate office, imaged them, domain joined them, Direct Access enabled them and shipped them out," says Sumeeth Evans , VP Information Technology, Pedcor. "We were considering replicating this process for our Windows 8 migration. But with Nomad and remote distribution we were able to come up with a really elegant solution to be able to do OSD over the WAN."

All of Pedcor's sites have a link to Corporate via a Direct Access connection, there are no distribution point servers nor access to the domain controller until the machine has become a Direct Access client. "During the OSD process one of the typical steps is to contact the domain controller and join that machine to the domain," says Sumeeth. "In our scenario because there is no private MPLS (network topology), the machines at the point of the OSD would fail as they couldn't contact the domain controller. We wanted to see how we could automate the process end-to-end using the 1E solution. The solution we came up with overcomes these issues."

Before, when Pedcor's IT team worked on the manual process for deploying Windows 7, it took six to eight weeks for the entire program using its BAU team to complete the task. At that time, the company also upgraded its hardware too. Sumeeth comments, "If we were to have taken the same approach for the Windows 8 scenario we would have had to ship all 450 machines to Corporate, deploy the image and then send them back. On average that would mean a user would be without their computer for four to six days, and that it would take the IT team away from working on core tasks."

Transitioning The Company to Windows 8, Fast and Efficiently

About Nomad

Tightly integrates with SCCM 2007/ 2012

Reverse QoS™ uses spare capacity – autonomic throttling system to protect business data

Single Site Download (SSD) flattens infrastructure

App-V streaming support optimizes network usage for mobile clients

Peer Backup Assistant preserves and restores user data and personal settings

Multicast, WinPE support and enhanced OSD capabilities

PXE Everywhere enables one machine to boot from any other on the network without any network configuration

Pedcor uses Direct Access for users to access corporate network resources. Direct Access in Windows 8 has been greatly enhanced and this was the primary driver to move to the new Operating System. Furthermore the Windows 8 interface works very well with touch-enabled devices, and the company had recently refreshed many devices with this functionality in the knowledge that they would be upgrading the company's devices to Windows 8 at some point in the near future.

> **"Basically we have a zero-touch OS deployment using Nomad," Sumeeth says. "We totally enjoyed the ConfigMgr zero touch experience here at Corporate and it was a big deal for us to be able to do it at the remote locations."**

1E Professional Services worked closely with Pedcor on all phases of the project, from Design to Deployment. They applied best practices accumulated from other projects, combined with deep knowledge of OSD to accelerate project timelines. The migration process using Nomad was kicked off at the end of March. It took just over a week to develop the task sequences and the entire estate had a fully working deployment by the end of April - just three weeks later.

Sumeeth is happy: "Working closely with the 1E consultants we were able to deliver a complete solution swiftly and it is performing extremely well in a complex production environment. We have saved time in the effort we would have had to invest into the project. Basically we have a zero-touch OS deployment using Nomad." He continues, "We totally enjoyed the SCCM zero touch experience here at Corporate and it was a big deal for us to be able to do it at the remote locations. "

Pedcor has begun to realize Nomad's enduring value, as the IT team uses it in a BAU capacity for updates and software delivery to the remote locations. An additional advantage of Nomad is the PXE Everywhere feature, which gives the company the ability to restore a machine at a site to its original image, cutting out shipping and dedicated IT time altogether. Now hardware can be sourced locally and new users added or a new office spun up quickly and easily just with remote assistance from IT.

Sumeeth remarks: "We can install an Operating System without any network configuration or administrative effort. This is great for us as we are going through a period of expansion and expect to have another five sites live by Summer 2014. We literally don't need to have anyone work on imaging a machine, it's just a matter of pre-caching the image and setting up the task sequence using Nomad. A user comes in the next day and is ready to go."

Substantial Savings in Time and Money

Estimated savings that Pedcor will make over a three-year period stands at just over $300k:

Cost avoidance of $154k on servers

Operational savings of $57k

Total migration savings of $76k
(Includes the shipping and IT costs to deploy the new OS)

Reduced CO_2 with energy savings of $13,490 in years 2 and 3

Users are very positive, they've seen no downtime. They go home at night and by the time they come in the next morning the new OS is up and running on their machines. The users find the Direct Access feature works really fast in Windows 8. There was some necessary training given to users in Windows 8, by the IT team, to help them get comfortable with the new OS and become more productive.

Sumeeth comments, "It was great as were able to concentrate on the time doing that rather than the OSD itself. The time between training to getting a machine newly imaged for users was quite short, it meant that the training they received was still fresh so they found it relatively easy to adapt to Windows 8. This had a knock-on effect to the helpdesk in that they did not receive a single call relating to the new Operating System deployment, just regular business-as-usual ones."

1E's unique Analyze, Optimize, Realize methodology was the basis upon which this project delivered measurable capital and operational savings to Pedcor. Nomad is primarily used for the 77 remote locations working across more than 350 devices. On average the IT team transitioned 25 sites a week to the new OS and managed the migration in just over three weeks. Pedcor made cost avoidance savings, as without Nomad it would have had to install Distribution Points in each location. Additional cost considerations avoided were shipping computers to the corporate HQ, the amount of downtime for users, and IT resource needed to prep each machine, deploy the OS and get it ready to ship back to the remote locations.

About 1E
1E's suite of disruptive IT operations management tools save billions, solve problems and simplify the management of large, complex IT environments – in record time. Designed with a singular focus to help drive down costs, 1E's solutions include tools for IT asset management, Windows systems management and BYOPC.

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