

# Windows 10 Migration

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### Agenda

1. Why Windows 10 – What's the Urgency?

2. Windows 10 Migration Costs & Timeline Estimates

3. Opportunity to reduce Windows Operational Costs

4. Future Windows Updates – It's becoming a *continuous process* 

5. What's IBM Doing Internally?

6. IBM Digital Workplace Services – We can help



# Why Windows 10 - What's the Urgency ?



### Why Windows 10 – What's the Urgency ?

#### We have to....



Windows 7 End of Support Microsoft no longer provides extended support for automatic fixes, updates, or online technical assistance.

If not...

+ COST + RISK

#### But we want to as well... there are benefits



DESIGNED FOR DIGITAL TRANSFORMATION



### Why Windows 10 – What's the Urgency ? Because its more secure....

#### World's Biggest Data Breaches 25% more records leaked from $2013 \rightarrow 2014$



**\$6.5M** average cost of a U.S. data breach

**\$217** average cost per compromised U.S. record

# Windows 10 Migration Costs & Timeline Estimates



#### Windows 10 Migration Costs & Timeline Estimates

We are currently 22 months away from end of support

Windows 7 to 10 Migration is complex and requires significant effort

IBM Windows 10 Migration Method

Gartner Estimates: \$500-\$1000 per PC for Migration 12 – 24 Months to execute



Windows 10 Migration Drivers impacting range of \$500-1000 and 12-24 month timeline

Number of Applications Number of Locations Local Data Storage **Deployment Automation Capabilities Deployment Method Used** Network Maturity/Bandwidth Number of Devices



### Windows 10 Deployment Methods

In-Place Upgrade	New Device	Wipe & Load	Hybrid
Pro: Least Complex Con: Must be satisfied with image	Pro: Least Risk-W7 device still available Con: New hardware expense	Pro: New clean w10 image Con: User Disruption, Risk of data loss	Combination of others Most common is: 50% New Device 50% Wipe & Load
\$	\$ \$\$ Depends on how you view	\$\$	



# Opportunity to reduce Windows Operational costs



#### **Opportunity to reduce Windows Operational costs**



#### Transformed to Self Service



Traditional Windows Management on prem tool such as SCCM

Devices are delivered to the IT warehouse and then imaged with a corporate image that is continuously maintained by IT, applications are then pushed to the device when requested by user. Manage Windows devices like a mobile device via an MDM service such as In-Tune or AirWatch

Devices are shipped to user with OEM Windows, user opens device and enrolls in MDM via self service, enrollment configures device with corporate policies and settings, pulls applications from a self service app store when required

#### **Opportunity to reduce Windows Operational costs**

![](_page_11_Figure_1.jpeg)

#### Our analysis has shown a windows operational savings of 20-40%

Can eliminate image management, imaging of devices, deskside deployment and application push costs

# Future Windows Updates - It's becoming a continuous process

![](_page_12_Picture_1.jpeg)

#### Future Windows Updates – It's becoming a *continuous process*

Traditionally there have been years between Windows update projects implemented in the enterprise

![](_page_13_Figure_2.jpeg)

### Future Windows Updates – It's becoming a <u>continuous process</u> WINDOWS AS A SERVICE **CADENCE**

#### FEATURE UPDATES

![](_page_14_Figure_2.jpeg)

# Future Windows Updates – It's becoming a continuous process

Continual improvements: New features twice per year, adding value and improving productivity

Minimized end-user disruption by having less change with each release

**\$** This changes how we need to handle and staff windows upgrades from large projects to a constant process within IT

![](_page_15_Figure_4.jpeg)

# What's IBM Doing Internally?

![](_page_16_Picture_1.jpeg)

# What's IBM Doing Internally ?

#### PC@IBM – A Reimagined PC Experience at IBM

Launch Date: February 2, 2017

#### Net Promoter Score: 20

#### Overview

- First of a kind cloud-based provisioning that eliminates the need for traditional Windows images
- A redesigned, touch-enabled PC@IBM AppStore
- Sleek new devices with touchscreens, biometric authentication and the latest Windows 10 operating system

#### Team

- 1 Agile tribe, 6 squads with end-to-end delivery responsibility
- Agile squads deliver in 2-week iterations
- PC@IBM squads comprised of experts from IBM and Microsoft tasked with simplifying the provisioning, management and support of PCs in the enterprise

## What's IBM Doing Internally ?

#### Growth and Scale

#### Devices – PCs at the scale of IBM.

- 52,000 Windows 10 devices under management (12.7% of Windows devices at IBM)
- Over 2,000 new Windows 10 devices enrolled per week
- User choice: 49% of Windows 10 users choose a standard device (lightweight, standard, or developer)
- Windows 10 devices are secured leveraging native solutions (Defender, Windows Firewall, Advanced Threat Protection)

#### Operating System – The latest, most secure OS.

- **76%** of Windows 10 devices are currently on Creators Update (deployed August 2017)
- Operating systems are kept up to date through feature and quality updates directly from Microsoft
- 44% of Windows 10 users in the Americas leverage peer to peer content delivery for updates
- Global deployment of Windows 10 Top 3 countries by volume: USA, India and China

# What's IBM Doing Internally ?

#### Experience

Download Speeds – Users get productive faster.

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Support – Users get the help they need to be productive.

• The number of Windows 10 Users who open a helpdesk is declining at a **14%** rate (compounded monthly) while devices volumes are increasing **22%** over the same period

# IBM Digital Workplace Services - We can help

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#### IBM Digital Workplace Services – We can help

Persona Development

Windows 10 Migration Services

Managed Services for Windows 10

Office365 Migration Services

Managed Services for Office365

Managed Services for Mac

Managed Services for Mobile Devices

Knowledge Accelerator Self Support Portal

Managed Service Desk with Watson

Windows Devices

Other Devices (Macs, iOS)

**IBM Financial Services** 

![](_page_21_Picture_13.jpeg)

![](_page_22_Picture_0.jpeg)

### Windows 10 Migration Summary ...

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Get Started on Windows 10 Migration now Consider Managing Windows as a mobile device for savings

Plan for Costs to Manage Semi-Annual Updates

Consider a Partner Like IBM to help