

Insight Implements Major Software Upgrade for Leading Travel Company in Just Six Weeks

When a major online travel firm needed help migrating 2,400 computers to the latest, most secure version of Windows 10 in a very short time, it became apparent some expert assistance was required.

After approaching a number of partners, the travel company quickly settled on Insight. This was primarily because, thanks to a unique methodology, Insight was able meet the client's needs within a very tight timeframe.

The Challenge

The multinational online travel firm needed to migrate 2,400 laptop and desktop devices to the latest version of Windows 10. There was only six weeks to do this, as support for the existing version was about to end.

The organisation understood that it would need a more efficient process and toolset to implement against an extremely challenging timescale. Due to a decision to split workloads in-line with a wider strategical objective, this project had not been budgeted for, so costs needed to be carefully controlled.

The client therefore needed a partner that could implement a toolset, design the migration process and provide support post-installation so that it could complete the upgrade in time.



Quick Overview

Client:

A multinational online travel company.

Size:

4,000 employees globally.

Challenge:

Migrate 2,400 computers to the latest, most secure version of Windows 10.

Migrate workload from one SCCM to another.

Insight Solution:

IT Strategy and Implementation

The client is a multinational online travel company that allows hundreds of millions of travellers each month to book and review travel services.

The Solution

After assessing the client’s requirements and understanding its desired outcomes, Insight proposed to deploy System Centre Configuration Manager (SCCM) via an IP toolset supplied by its partner, PowerOn.

The toolset automates much of the preparation required for a SCCM deployment. This reduces the time taken to deploy from weeks to hours, which in turn accelerates the migration to the latest version of Windows 10. This approach saved valuable time and gave the client a much better chance of hitting its deadline.

Insight set up the desktop analytics to identify any incompatibilities for the upgrade and configured the Windows upgrade task sequence. It also assisted with the post deployment configuration for the client’s 2,400 laptop and desktop computers, located across multiple continents.

Insight also provided ongoing support to further enable the client to use SCCM effectively for future upgrades and patches after the initial migration.

Insight’s project management team worked with PowerOn’s engagement management team to ensure completion within the six-week timescale.

Key benefits:

- Security risk averted through the avoidance of running an out of support operating system across 2,400 devices.
- Client able to implement Windows 10 upgrades without stress, thanks to the processes and tools now in place.
- Robust, streamlined, repeatable process for ongoing Windows upgrades reduces future risk of non-compliance.
- Client saved significant manual effort and time thanks to the automation process, allowing the client to achieve their desired outcome in-line with their deadline.
- Productivity of global team improved through up-to-date operating system with latest Windows 10 features.

The Results Highlights



2,400 computers migrated to latest Windows 10 OS in just six weeks.



Processes and tools now in place to automate future Windows OS migrations.



Processes and tools also suitable for automating other patches and upgrades.



Migration completed at minimum cost to client.