



case study

productivity enhanced with microsoft migration.

challenge

This international organization renowned for helping manage global financial crises had user frustration and reduced productivity from using outdated Windows 7 OS. Updating to Windows 10 computers for 4,500 users was potentially difficult and disruptive and they did not have the ability to support project cadence with current operational resources.

solution

- Installed 4,500 laptops/desktops over a nine-month period.
- Provided integrated data migration, next-day support and call center services.
- Performed installation/migration activities during and after hours.
- Provided Tier 1 support post-install related to Windows 10 and new hardware.
- Decommissioned old equipment in accordance with client's procedures.

outcome

- Enhanced user productivity and access to new applications.
- Reduced downtime associated with data migration and issue resolution.
- New hardware (e.g., printers) offer features/functionality further increasing user capabilities and productivity.
- Project completed on schedule with no disruption to operations.



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human forward.