



Allied Delivers a Quick and Seamless Migration to Windows 7



The Scenario

Undergoing a vast expansion of stores throughout Europe, the client brief to upgrade their PC operating system quickly and efficiently across their existing estate was paramount to their on-going retail success, avoiding delays that could potentially cascade into lost revenue. Consequently, the client was looking for a supplier with strong IMAC credentials and proven ability to manage large projects across challenging environments.

The project involved the migration of PCs from their current systems with Windows XP operating systems (OS) to newer systems with an upgraded Windows 7 OS.

Business Challenge

Allied Worldwide was selected to complete the complex IMAC requirements due to their expertise in the fashion/retail sector. The client required the work to be completed by a specific time due to the direct impact on their business productivity. The project demanded that our processes were tightly managed across pan European locations to ensure successful delivery of key targets. Individual challenges included:

- The site asset information was inaccurate, with the extraction of necessary data prior to the commencement of work proving crucial to success
- Faced with a lack of storage and appropriate space to build PCs, as well as restrictions posed by continuous service during long trading hours, only a small window of time was available to complete each PC migration per site
- The logistical difficulties owing to cross border regulations was a potential challenge to move shipments between EU & non-EU countries
- There was a high probability of network latency issues across smaller satellite sites, potentially impacting timelines and build quality

The Solution

In order to remedy the lack of accurate hardware information, a centralised audit was performed, allowing us to ascertain and record key system information and resulting in the most efficient distribution of hardware and human resources.

The constraints around build and storage space, along with the potential latency issues and geographic diversity of the sites resulted in the decision to create centralised “hubs” to serve the satellite sites. The final hubs, situated in Italy & UK, were selected based upon the strength and reliability of their infrastructure and staffed with the most knowledgeable resources.

About our Client

With more than 157 years of experience in the retail industry and a turnover of £3.5 billion per year, our client is a leading global luxury fashion and beauty brand.

CLIENT

Leading Global Fashion Retailer

CHALLENGE

Upgrade of PC operating system across Europe

SOLUTION

Proper planning, back-up and execution of the upgrade

RESULT

Seamless migration led to 100% accuracy level and a greater level of client productivity

Faced with potential issues around intra-continental equipment transfers, Allied Worldwide planned ahead to mitigate the logistical difficulties that may arise due to border regulations.

Throughout the duration of the project, Allied Worldwide worked closely with the client to identify, evaluate and take necessary counter measures to avoid any potential delays in the delivery of the project. In addition to the configuration of hardware, all user data was appropriately backed up, migrated and installed alongside Windows 7 OS, with our engineers providing a personal handover service to the end user. When the data transfer was completed, the new systems functions were set up in accordance to the end users requirements.

The Result

With over 200 systems migrated across multiple store locations in 11 European countries, the project was completed on-time and under budget. The overall implementation across 11 countries was managed seamlessly, resulting in 100% accuracy level and a greater level of client productivity.

Allied Worldwide Ltd.

Allied is a Microsoft Gold partner in the Devices and Deployment Competency and a Microsoft Silver partner in the Server Platform Competency.

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Allied Worldwide is an ISO 9001 accredited organisation, uniquely positioned to support today's results-focussed CTOs and CIOs. Our solutions are flexible and innovative. This enables high performance business solutions against ever decreasing time scales