CompuCom utilized Microsoft Desktop Deployment Planning Services (DDPS) and Zero Touch Installation (ZTI) to demonstrate to a major U.S. telecommunications company how they can reduce technician touch time to 1/3 of the time previously spent and save an estimated $2.2 million over the course of a two-year deployment of 60,000 Machines.

“Our efforts around DDPS in Northern California were jump-started with this project and have helped us get the increased attention and support we needed from Microsoft personnel in this district. Based on our efforts and success, Microsoft has made CompuCom a managed partner in NorCal. This has resulted in a steady flow of new opportunities that Microsoft has brought to us.”

Sam McMillan, West Region Director, ITO Sales, CompuCom

“Zero Touch helps reduce desktop deployment costs and complexity, frees up IT resources and lowers the total cost of ownership of desktop solutions. By employing the Zero Touch concept, the company would virtually be guaranteed uniformity across all of their desktops. This would then result in lower deployment costs and less help desk or IT support when solving a problem.”

Todd Pekats, Director Strategic Alliances, Software Management Team, CompuCom

Approach for this 10-day Session

CompuCom Professional Services uses Microsoft Business Desktop Deployment Solution Accelerator (BDD) to deliver best practices and leverage Microsoft tools and processes leading to successful desktop deployment. BDD is the basis for the DDPS structured engagements. Working closely with Microsoft, Compucom engaged with the customer using Desktop Deployment Planning Service (DDPS).

DDPS provided both parties a risk free engagement, allowing CompuCom to examine the customer's current infrastructure without the overhead associated with free
initial engagements. They then presented recommendations as outlined in the DDPS process that resulted in a strong plan, commitment and buy-in from the customer and a joint vision from CompuCom and Microsoft with clear direction on next steps.

This structured process starts out with an Architecture Design Session to guide implementation by outlining the current state of the environment. This is followed by a strategy briefing and technical drill-down session to define the vision for achieving the technical and business goals. During this session, CompuCom explores the business needs of the client, reviews any timing considerations that may be in play, and ensures that the customer’s success factors are incorporated into a successful outcome of the DDPS engagement and in their overall deployment. A proof-of-concept lab demonstrates the outcome, and as a last step, a customized deployment plan outlines the entire process with recommendations. This is the general approach used for longer DDPS engagements. CompuCom usually starts with the three-day structure as it provides a solid framework for the initialization of the project. With shorter engagements such as three-day and one day, the focus is on best practices, outlining the concepts delivered in BDD, and identifying next steps that lead to a successful deployment.

**Situation**

The standard OS for this company is Windows XP, but due to lease and hardware replacement timelines, they still have more than 60,000 systems running Windows 2000. The majority of these systems are scheduled to remain on Windows 2000 for more than two years under the current plan.

Although the company had automated many of the steps involved in deploying new desktops, lease refreshes, and updating images on existing computers, they still had large technician touch-times; averaging 60 - 180 minutes per computer. A technician was still needed to perform multiple steps, such as backing up existing user data, inventorying the installed applications, creating a new image on the computer, installing required applications, and restoring the user’s data. This was an extremely costly aspect of the infrastructure, and there was a lot of room for human error.

**Solution**

CompuCom delivered a 10-day Desktop Deployment Planning Service. The results of this were socialized within divisions of this new customer. This yielded considerable interest and the delivery of a second three day DDPS included a Proof of Concept for desktop deployment using the Microsoft SMS 2003 Operating System Deployment Feature Pack (OSD) and the Business Desktop Deployment (BDD) Zero Touch Installation (ZTI) technologies. Using the desktop image provided by the customer, CompuCom built a proof-of-concept lab that deployed the existing images using the clients own SMS 2003 infrastructure.
Computers were targeted for image deployment using SMS 2003 inventory-based queries. An SMS advertisement launched the deployment process on the computer automatically. The ZTI process performed the following steps automatically without any touch requirements:

1. Notified the user that their computer would be upgraded to Windows XP, and allowed the user to postpone the upgrade for a limited time
2. Backed up user data and application settings to a compressed archive on the local hard drive
3. Installed a new OS image on the computer
4. Personalized the computer with the original computer name, domain and OU membership, and time zone
5. Selected and installed applications dynamically based on the SMS software inventory of the computer prior to the OS deployment
6. Restored user data and settings

CompuCom is one of the few national Microsoft ESA (Enterprise Software Advisor) providers that include deployment services as a part of their suite of offerings. Not only does CompuCom offer clients valuable licensing management services, but also helps them better understand, manage and deploy Microsoft technologies. Key to this expertise is our standing as a Microsoft Gold Certified Partner and a Microsoft Desktop Deployment Planning Services Partner (DDPS).

For additional information on Microsoft Desktop Deployment Planning Services (DDPS), please visit https://iwsolve.partners.extranet.microsoft.com/ddps/ or contact DDPS@microsoft.com

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