

Australian Government Agency

Local State Government in Australia successfully completes a migration of 1,400 Windows® PCs – more efficient and cost saving migrations.

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- Senior IT Officer

Situation:

A government agency in Australia was seeking to improve processes and reduce costs for hardware refreshes and transfers of settings, applications, and data. These tasks needed to be completed for approximately 1,400 PCs in 20 offices.

Previously, the agency utilized the User State Migration Tool™ (USMT) from Microsoft® for PC upgrades and refreshes. Although it provided them satisfactory results in the past, it was highly technical and time-consuming for their IT staff to manage and maintain. They were engaged in a laborious process of customizing scripts, building PCs, and delivering them to specific office locations for set-up and migration. The introduction of Windows 10 increased the time spent with this process. This cycle consumed 25% of their time weekly.

The agency realized that the previous migration method was affecting their skilled IT technicians' productivity and used unnecessary, significant amount of staff resources. With the ongoing project for PC upgrades and refreshes, the agency needed a solution that would:

- Allow a third party to execute the PC upgrades and deployment process
- Automate and simplify the process of transferring applications and settings

Solution:

The solution that the agency chose was Laplink® PCmover Enterprise. PCmover enabled the agency to employ the services of a contractor in carrying out the ongoing process of replacing PCs without the concern of data discrepancies. In the initial phase of using PCmover, migrations from Windows XP and Windows 7 to Windows 7 and Windows 10 were completed for around 400 PCs.

"The use of PCmover Enterprise in the agency has definitely shifted the perception of what skilled IT staff should be doing and has helped better identify that repetitive tasks such as PC replacements can be completed by

low skilled labor," shared the agency's Senior IT Officer. "PCmover Enterprise has allowed us to reduce the amount of time a PC replacement takes, reduce follow up Service Desk calls by staff when PCs are replaced and has freed up IT technicians for other work."

The Senior IT Officer was amazed with PCmover Enterprise's Policy Manager, which provides a simple method for configuration and customization of settings and applications to be migrated. Also, he was astonished with PCmover's feature of transferring entire applications from one PC to another.

Overall, the impression of PCmover was highly positive.

"During migrations we have had little to no challenges presented by PCmover." Clearly, using PCmover instead of USMT provided considerable advantages in cost reduction and maximum utilization of time and staff resources for the agency.

Benefit:

"PCmover Enterprise has enabled us to provide a better end-user experience when their PC is replaced. PCmover Enterprise has saved our agency a significant amount of time and effort. It has also allowed us to better utilize skilled IT technicians across the organization," the Senior IT Officer emphasized."