

IT Consultant Saves Hours of Labor Using PCmover Business

Whidbey Tech Solutions benefits from the ease and flexibility of implementing a PCmover Business Technician License – allowing for more reliable and faster service to its customers – at a lower cost.

"In the past, ... setting up brand-new computers and getting all the applications reinstalled and set up could take us upwards of two or three hours for a single computer. Now using PCmover, that same complex migration usually takes only an hour."

Technician – David Cooney

Situation:

Whidbey Tech Solutions is an IT consultant focused on making all aspects of computer management easier for its clients. Most of those clients are small to medium-sized businesses—primarily family-owned businesses including professionals such as dental and medical offices. Whidbey Tech provides IT services ranging from deploying new PCs to upgrading Windows to the latest version, to working with clients on "anything they don't want to do." Each client has their own wish list of services for Whidbey Tech to provide, but according to Technician David Cooney, there is often one common thread: a lot of Windows 7 computers.

As a result of Windows 7 reaching end of support in January, small and large businesses are moving to Windows 10. For some, the transition took place well before support for Windows 7 ended, while others elected to pay extra for Extended Support Updates from Microsoft – and some are simply using Windows 7 without the latest updates. But if they haven't yet switched to Windows 10, they will need to do so in the near future and that transition is one of the many tasks that Whidbey Tech handles for its clients.

Because Whidbey Tech provides a wide variety of services for its clients and every client is different, Whidbey Tech needs to be prepared for all possible requests, like migrating PCs off of Windows 7, with little to no disruption to the client's business.

Solution:

Laplink's PCmover Business Technician License gives IT service providers the flexibility of only paying for the migrations performed and being invoiced for that usage the following month. Coming in monthly allowances of 5, 10, 25, or 50 uses, the service provider can choose the appropriate level of usage and then pay as they go, without a monthly minimum. This model allows them to better prepare for client needs with minimal financial investment.

"There are a lot of Windows 7 machines being replaced," Cooney said. "But we weren't entirely sure how to forecast how often we're going to use PCmover, so having a license from Laplink where we can use the software to help replace up to 50 PCs per month and pay as we go was very helpful."

"... After many successful migrations, I am quite surprised with the time savings and impressed with PCmover's ability to automatically migrate programs, files and settings."
Technician – David Cooney

The Technician License gives access to Laplink's number-one rated PCmover software, ideal for any computer migration and operating system upgrade needs. Some IT consultants still choose to handle data migration by manually moving files and reinstalling programs one at a time. Cooney said Whidbey Tech has done some manual migrations, but using PCmover has dramatically saved them hours of time. For instance, some dental and medical offices have custom programs that are essential to properly document client records. That's not a commonplace program, and to run the risk of missing important files while migrating to a new PC is simply not worth the possibility of creating disruption to their clients.

That's why Whidbey Tech relies on PCmover Business and Laplink's flexible technician licensing.

"We were a little skeptical at first, especially with some of the proprietary software certain of our clients use," Cooney explained. "But after many successful migrations, I am quite surprised with the time savings and impressed with PCmover's ability to automatically migrate programs, files and settings."

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Benefit:

Cooney said not only has Laplink's Technician Licensing allowed for more flexibility and better service to its clients, but using PCmover Business has also streamlined their process.

"In the past, doing a particularly complicated computer migration where we were setting up brand-new computers and getting all the applications reinstalled and set up could take us upwards of two or three hours for a single computer. Now using PCmover, that same complex migration usually takes only an hour."



To test a fully functioning copy of PCmover Business, visit <https://business.laplink.com> or contact corpsales@laplink.com.