

5-DAY DESKTOP DEPLOYMENT PLANNING SERVICES (DDPS) Customer Solution Case Study



Project Leadership Associates Gains a New Customer and Trusted Advisor Status with Desktop Deployment Planning Services engagement at a large diversified financial services firm.

“The Microsoft Desktop Deployment Planning Service (DDPS) process introduced Project Leadership Associates (PLA) to the customer and allowed us to meet and discuss their deployment needs in a highly effective, risk-free setting. PLA demonstrated our understanding and expertise of desktop deployment and management which resulted in the successful deployment of Windows XP & Office 2003. The customer now views PLA as their trusted advisor”.

Gordon Dunkley, Solutions Group Leader, Project Leadership Associates

“Being a part of the Desktop Deployment Planning Services Program differentiates us from other deployment consultants because we have been certified by Microsoft to deliver Desktop Deployment Planning Services. This also helps customers feel more comfortable that they are receiving advisory services with the best technical knowledge and best practices for desktop deployment.”

Bruce Munies, Executive Vice President, Network Integration Group

Approach for this 5 Day DDPS Session

The customer selected Project Leadership Associates (PLA) to fulfill their Desktop Deployment Planning Services (DDPS) Software Assurance Benefit. Their goal was to develop a plan and implement their Windows XP and Office 2003 deployment. This offered PLA a low risk environment to conduct an initial meeting with key members of the company’s IT and business units. The purpose of this initial meeting was to understand their business objectives, goals and expectations. A subsequent planning session was scheduled to discuss the various capabilities and technologies

Overview

Partner: Project Leadership Associates
Country or Region: United States
Industry: Financial

Customer Profile

A large diversified financial services firm with over 500 dedicated professionals. They provide capital markets services, portfolio and risk management expertise, wealth management, investment advisory and family office services.

Business Situation

The company had a basic IT infrastructure. They manually performed desktop deployment and management tasks.

Solution

The company participated in a 5-day Desktop Deployment Planning Session (DDPS), free of cost, as part of their Software Assurance (SA) benefit. The company was exposed to the various tools and best practices that could help them achieve a well managed environment by automating many of the manual tasks.

Benefits of DDPS to the Partner

- Introduced PLA to new customer
- Created opportunity for knowledge transfer
- Earned Trusted Advisor status with the customer

Benefits of DDPS to the Customer

- Provided access to a wealth of deployment information from a credible source
- Utilized knowledge transfer from PLA to expand in-house IT staff capabilities
- Develop a more secure and well-managed infrastructure
- Reduce administrative tasks and saves administrator time
- Develop and deploy standardized images
- Reduce image count
- Can manage remote laptop users

of the Business Desktop Deployment Solution Accelerator (BDD) and a high level plan was developed for moving forward.

The 5-day DDPS engagement is comprised of a Strategy Briefing Session and Architectural Design technical drill down sessions that are driven by customer interest. This is followed by a customized portable BDD Lab designed to demonstrate the real world functionality of the Business Desktop Deployment Solution Accelerator.

Situation

The company was embarking on the deployment of Windows XP and Office 2003 and wanted to streamline their processes. The IT staff supported 800 devices across 12 different offices while expanding their business with ongoing acquisition activity. Using their old approach to the management of the environment made it very difficult to quickly replace or deploy new machines.

The customer had a “basic” desktop infrastructure as characterized by Gartner’s Infrastructure Optimization model recently adopted by Microsoft. Applications were being manually installed, there were 12 ghosted images, and employee profile transfer was being done manually during refresh scenarios. They had already implemented Windows Server 2003, and upgraded the network infrastructure with a high-speed backbone. The Wide Area Network (WAN) sufficiently supported all the remote offices.

This stable environment coupled with their Software Assurance Benefit DDPS eligibility provided a risk free opportunity for the customer to understand and experience the technologies and capabilities of the Business Desktop (BDD) Solution Accelerator including the Zero Touch Installation approach and its benefits.

After the company was presented with an assessment document they decided to move to the next step of implementing BDD Solution Accelerator in conjunction with SMS 2003 to achieve the Zero Touch solution.

Solution

The customer was in the initial planning phase for its deployment of Windows XP and Office 2003 when it asked PLA to deliver DDPS. PLA understood the vision that the customer sought to achieve and recommended deploying Microsoft Systems Management Server (SMS) 2003, the tools, guidance and best practices of the BDD Solution Accelerator.

The company was in the process of opening a new office and wanted to have the solution in place before the office opened. With the pressures of developing and implementing the solution in a compressed time frame, PLA relied on its expertise in Desktop Deployment Planning, Image Development, Packaging, and SMS 2003 to meet the challenge. Working alongside the customer’s IT staff, the infrastructure was implemented and operational in less than four weeks. This included the build, test and deployment of a new image, packaging of more than 30 applications, and building and testing the SMS infrastructure that will be used for the deployment of the image and application packages.

DESKTOP DEPLOYMENT PLANNING SERVICES (DDPS)

What is DDPS?

- A Software Assurance benefit available worldwide to eligible Microsoft customers as of March 2006
- A customized deployment plan delivered via qualified Microsoft partners
- A service that helps customers move toward deploying Microsoft® Office 2003 or Microsoft® 2007 Office System
- Offered at no cost to the customer—Microsoft pays partners to deliver the deployment plan

Why DDPS?

Addresses many issues with one solution:

- Provides eligible customers with a deployment plan to enable shorter deployment cycle at a lower cost
- Creates customer awareness about the availability of deployment tools and other resources (BDD)
- Provides partners with deployment planning revenue and customer connection
- Helps customers realize more value from Software Assurance benefits



Implementing the Business Desktop Deployment Accelerator and SMS 2003, the customer realized the following benefits:

- Ghost was no longer needed to deploy images
- They no longer needed a fat file system image
- The user's profile information is now automatically migrated during the deployment process
- Applications are automatically deployed to the machines
- The time to build and deploy an image has been reduced by 60%

Moving Forward to Pilot

The implementation of the new office acted as a pilot and deployment rolled into one. This was a testament to the maturity of the technology solution selected and the capability of the team assembled. Project Leadership Associates used the Microsoft Solution Framework (MSF) as a guide to the management of the project. Additionally they used best practices and guidance included with the DDPS and BDD Solution Accelerator. PLA was also able to use the new office deployment as an opportunity for validation and knowledge transfer to the customer's IT staff. Upon completion, the staff was competent with the tools and best practices that allowed them to continue the deployment roll-out to the 12 remaining offices.

Resulting New Business

Positive Impact and Forward Momentum

Having the knowledge and experience gained from the DDPS training, participation in other deployment programs, and the guidance and best practice available through the DDPS and BDD, PLA was able to successfully deliver a solution to the customer. This helped them meet the deadline and also helped move them to the next stage of the infrastructure maturity model. Because of this DDPS engagement, the company is now a new customer of PLA and the relationship is now one of trusted advisor.

As a result of this engagement and project, PLA is building DDPS into all of its account planning and is marketing to its customers the benefits of the DDPS to help them develop high level plans and explore their options for success around desktop management.

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

©2006 Microsoft Corporation. All rights reserved.

This case study is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS SUMMARY.

Microsoft Office and Windows are registered trademarks of the Microsoft Corporation in the United States and in other countries. All other trademarks are property of their respective owners.

Document published July 2006.



Desktop Deployment Planning Services

Project Leadership Associates (PLA) has helped customers advance the business value of their desktop infrastructure investments by taking advantage of Microsoft's **Desktop Deployment Planning Services (DDPS)** to help internal IT staff and management realize the full potential of their desktop software resources. DDPS sessions are tailored to help organizations jumpstart their Microsoft Windows and Office System deployments. By working with a best-in-class service provider such as PLA, you can help increase your team's awareness and understanding of the current best practices as they apply directly to your business scenario and the tools to help them streamline the management of your desktop environment.

For additional information on Microsoft DDPS Program please visit

<http://www.microsoft.com/licensing/sa/benefits/deployment.mspx>

To schedule your Desktop Deployment Planning Session contact

Gordon Dunkley, Solution Group Leader, Enterprise Desktop Solutions at gdunkley@projectleadership.net or phone (312) 286-6602

Project Leadership Associates, Inc.

200 W. Adams Street, Suite 250, Chicago, IL 60606
Phone (312) 441-0077 www.projectleadership.net

