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

Project Leadership Associates (PLA) Used 3-Day DDPS engagement to forge new relationships, drive cost savings & operational efficiency at a large international commercial law firm.

"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

"Microsoft Desktop Deployment Planning Service (DDPS) allowed Project Leadership Associates (PLA) and Microsoft to provide important guidance and jump start a deployment project that will save this law firm money and time, and will move them toward a more secure and highly manageable environment."

Gordon Dunkley, Solutions Group Leader, Project Leadership Associates

Approach for this 3-day Session

Project Leadership Associates utilized Desktop Deployment Planning Services (DDPS) to provide their customer a comprehensive plan and guidance to rapidly deploy Windows XP. The customer wanted to ensure the proper processes and technologies were in place to make the environment manageable after the deployment.

The firm approached Microsoft for help in getting the project started. Microsoft's representative recommended DDPS and worked with PLA to set up and conduct an initial meeting. The purpose of the initial meeting was to determine the customer's exact needs and expectations, after which a Desktop Deployment Planning Service was scheduled. As part of the session, a high level plan was developed as well as a

demonstration of the capabilities of key technologies discussed in the multi-day sessions. The focus in the subsequent meetings is on best practices, outlining the concepts delivered in BDD, and identifying next steps that lead to a successful deployment. This is the general flow PLA uses for 3-day engagements. PLA adheres to the structure of the engagement as outlined by Microsoft for consistency and to ensure all important concepts are covered.

Situation

The customer had a "basic" desktop infrastructure as characterized by Gartner's Infrastructure Optimization model recently adopted by Microsoft. They decided to upgrade their Windows 2000 workstations with Windows XP while putting in place the necessary infrastructure to support the deployment and management of a desktop environment. With approximately 3000 devices across the various offices, the customer was faced with a sizable project and the potential for disruption to the business. They looked to PLA to provide them expertise and minimize the risk of impact to business. The customer was upgrading crucial productivity applications so the Windows XP deployment had a critical deadline.

The existing environment was made up of older machines purchased in line with the deployment of Windows 2000. Applications were being manually installed – symptomatic of a "basic" infrastructure and a source of considerable cost as this requires a human to be deployed. There were multiple images (12 ghosted images) eliminating the option of automation and forcing the profiles to be transferred manually during refresh scenarios.

The customer 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, and the customer had invested in tools to take them to a well-managed environment.

Desktop Deployment Planning Services (DDPS) introduced them to the best practices and guidance provided by the Business Desktop Deployment (BDD) Solution Accelerator and specifically the Zero Touch concept and its benefits. After the customer was presented with an assessment document they decided to move to the next step of implementing components of the Business Desktop Deployment Solution Accelerator in conjunction with third party tools to achieve the Zero Touch solution.

Solution

The customer was in the initial phase of planning for its deployment of Windows XP when Microsoft engaged PLA's assistance. Once PLA understood the customer's vision and goals, they developed a deployment roadmap that helped the customer achieve the desired deployment goals and meet the critical time line.

With the pressures of developing and implementing the solution in a compressed time frame, the customer looked to Microsoft and PLA for their expertise in Desktop Deployment Planning, Image Development, Packaging,

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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

and deployment coordination to meet the challenge. Working alongside the customer's IT staff, the infrastructure was planned, implemented and operational to the initial users in less than four weeks. This included the build, test and deployment of a new image, build of core application packages, and build and test of the deployment infrastructure.

After implementing the infrastructure, Ghost and fat file system images were no longer necessary. The user's profile information was now automatically migrated during the deployment process and applications were automatically deployed to the machines. With the new deployment infrastructure in place, the customer now has the ability to build and deploy an image and application in a fraction of the time.

After the successful deployment was complete, the customer acknowledged that their old deployment and desktop environment management approach would have made it impossible to meet the demanding deadlines.

Resulting New Business

The law firm was a new customer for PLA, and the introduction and opportunity to provide a valuable experience and build credibility was a result of DDPS. Microsoft reduced the risk to PLA by funding the engagement. Although PLA typically provides architectural design sessions for customers, they do so at considerable risk of T&E and billable time. DDPS allowed PLA to build a relationship with a customer while being paid. This relationship has already yielded additional business and the risk to PLA was minimal.

Positive Impact and Forward Momentum
Having the knowledge and experience gained from DDPS training, participation in other deployment programs, and guidance and best practices available through the BDD, PLA was able to successfully deliver a solution to the customer. This helped the customer meet the deadline and also help them move to the next stage of the infrastructure maturity model.

As a result, PLA is marketing to many more customers the benefits of DDPS to help them develop high level plans and explore their options 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

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

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