



Accelerate: Deployment Solutions

“Are deployment challenges holding you back?”

In today's digital world, enterprises function in multi-location, multi-user environments that encompass multiple technologies and platforms. Driving business productivity and future readiness in such an environment depends on enterprises leveraging better workflow and collaboration tools built into newer enterprise software versions. For companies that have signed the Microsoft Enterprise Agreement, deploying new Windows™ technologies can be a “quick win” that requires relatively low investments.

Infosys' one-stop **Accelerated Deployment** solution, part of Catalytic IT solution suite, offers a cost-effective, predictable and customized transition to new Windows™ technologies like Windows Vista and Windows XP. It helps you go live faster than industry-benchmarks. It seamlessly delivers planning and execution, including remote deployment and rigorous testing, with minimal disruption to end-users and your business. It has been successfully applied to complex deployment programs of 200,000+ desktops and servers across the globe. It is powered by a combination of our mature Global Delivery Model and our extensive experience in deploying Microsoft technologies in complex environments.

Solution Benefits

Comprehensive – Addresses the complete desktop environment – Desktop infrastructure, AD infrastructure, Operations infrastructure and Application infrastructure

Accelerated – The solution adopts a mature methodology and necessary automations to ensure comprehensive coverage, reduce rework and minimize manual efforts, thereby enhancing productivity levels

Managing Complexity – Infosys' best practices methodology, based on ITIL, its own project management practices and a successful record in executing large deployment programs, minimizes disruptions to critical support systems and user downtimes

Lower TCO – The Infosys GADC ensures effective and efficient utilization of resources. This coupled with effective planning and best practices in design enables us to reduce overall cost of operations

Extended Operational Support – Infosys' GADC employs a Service Level Agreement (SLA) based approach to ensure that customers receive the best support both during and after deployment

Credentials

- Migrated 70,000+ desktops across 4,500 locations to Windows XP for a large global financial services organization
- Deployed Windows XP on 20,000+ desktops using the Infosys “Zero touch deployment” methodology to enhance productivity and achieve high deployment volumes for a leading healthcare services organization
- Migrated 600+ business applications to XP SP2 for desktops spanning 20,000+ users for a financial services organization.

Deployment Challenges

- Minimizing disruption to avoid any impact on customer service
- Complexity of upgrading multiple environments supporting a mobile workforce
- Designing and rolling out standard operating environments
- Lack of managed services – deploying, testing and training - to overcome the operational hurdles of migration
- Managing the complexities of the deployment program from initiation to roll-out
- Gaining visibility into the deployment program at any given time

Executive perspective on the Infosys - Microsoft Alliance

Steve Ballmer, CEO, Microsoft Corp, commenting on the alliance said - “... Microsoft's long-term focus on delivering an integrated, manageable and reliable platform, combined with Infosys' unique delivery model and deep consulting skills, is designed to help customers succeed and grow through increased efficiency, cost savings and business value.”

Recognition



Infosys won the “Winning Customer Award” under the category of Microsoft Desktop Upgrade for its Accelerated Deployment Solution at Microsoft's Worldwide Partner Conference 2005. The awards recognize the Microsoft partners who delivered exemplary solutions to their customers during the year.

Solution Overview

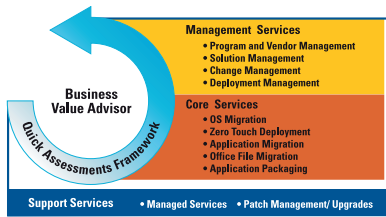
Our Accelerated Deployment solution leverages the GADC, based on the Global Delivery Model, by exploiting geographical location and time-zone differences. It is built by combining the best of Microsoft Solutions Framework, ITIL framework and Infosys expertise in deployment of Microsoft Solutions for global clients. The key activities accomplished are:

- Desktop (Vista, XP, 2000), server and domain migration
- Client business application compatibility testing and redistribution
- Image building and maintenance
- Office file remediation for migration to Office 2003
- Application Packaging and sequencing using third-party tools
- Application compatibility testing for Service Pack (SP) releases (like XP-SP2) as well as for Windows Vista

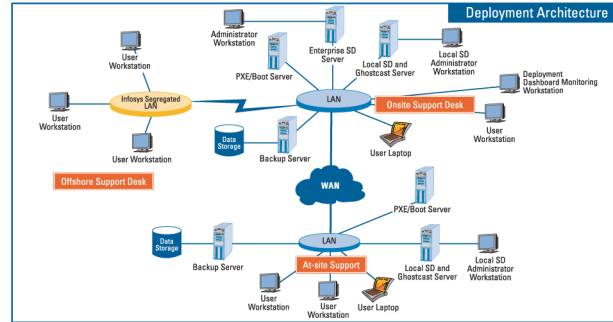
The activities are accomplished using

- 'Hub and Spoke' delivery model with dedicated high bandwidth links to worldwide regional hubs, with a fully extensible network center and simulated testing environments at the main hub in India, the backbone of GADC
- Fully equipped Application readiness factory offshore that enables remote testing, remediation and packaging of applications, thereby minimizing setup time and costs
- Modular Stack of Service Offerings enable you to pick and choose services most relevant in your context

Infosys' deployment framework factors in the complexity of your applications while working out the deployment plan, so as to ensure minimal downtime of mission critical applications. The GADC model uses a 4-phased PRDO (Plan, get Ready, Deploy, Operate) methodology for execution that assures clients of delivery excellence.



Zero Touch Deployment



We have built automated toolsets that are integrated in the Accelerated Deployment Solution, to enable Zero Touch migration. This results in rapid deployment, enhances program manageability and provides better visibility on the program status. Infosys Proprietary Toolset include:

1. Automated Deployment: Solution framework which enables automated deployment, zero-touch migration for workstations and backup and restore of user data and settings.
2. Quick Assessment: Tool to automatically extract Inventory details of system and applications on user desktop and on servers.
3. Office SCAN: Office file analysis tool for macros, Excel, Word and Access file remediation impacts.
4. Deployment Dashboard: Provides customized views of the entire deployment program to different stakeholders - management, project team, end users track and monitor the deployment program

Allied services

Solution consulting for Enterprise -wide Rollouts

Identify your organization's current maturity level for desktop /server IT infrastructure and define a standard operating environment to enhance agility, availability and performance and reduced TCO of operations.

Server consolidation

Optimize your enterprise platform and transform it into a flexible, homogeneous platform and more reliably support business objectives. Our solution also helps you address the key challenges of utilization, availability, security, manageability and optimization of IT infrastructure.

Security Services

Integrity of information is vital for business. Data and information are key corporate assets. This service helps you to protect assets from theft and loss. It covers the security lifecycle from developing security strategy to managing security.

Application Factory

Factory approach to application and database standardization – includes porting (VB to .NET migration), compatibility, application packaging, MS Access database consolidation and database migrations covering Sybase, SQL Server & Oracle Database Systems.

Infosys | Building **Tomorrow's** Enterprise

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About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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