WINDOWS 7 MIGRATION ENSURES A STREAMLINED GLOBAL IT LANDSCAPE

Abstract

Infosys partnered with a European specialist risk insurance leader, with operations across the globe, to deliver a transformative solution that provided a standardized global operating environment. By aligning the IT infrastructure with their technology architecture, the Windows 7 migration provided a global operating system that enabled greater administrative control and compliance with a defined set of standards.

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Client Details

The client is a corporate and specialist risk insurance leader that covers companies across the world in the marine, aviation, and corporate insurance segments. With over 4000 employees, the client operates in more than 150 countries through its group companies and partner networks.

Business Context

The client's existing IT landscape was based on Windows XP and Windows 2003 for PCs and server infrastructure respectively. As diverse business units traded independently, the disparate operating environments were a significant roadblock to aligning the IT infrastructure with the technology architecture.

Further, diminishing vendor support for Windows XP, lack of global tools and methods for software distribution, limited automation, and limited interoperability were creating several challenges. The situation was affecting coordination between global business units while mobile users were unable to access shared files. These factors had made it critical for the client to upgrade the existing IT environment. To achieve this, the client engaged with Infosys to deliver a global operating system that upgraded the PCs and server technology, and enabled compliance with a defined set of standards.

Infosys Solution

We leveraged our strong technical, domain, project management, and risk management expertise to deliver a successful IT transformation program. By delivering a Windows 7 solution across the organization, we helped the client establish a standard operating environment across all desktops, laptops and servers.

To deploy a standard, consistent global operating environment, we leveraged a phased approach involving pre-study, design, proof of concept (PoC), and implementation across different work streams. The implementation of an Active Directory model provided an effective, secure, and fault-tolerant environment enabling the client to standardize resource management and facilitate appropriate resource access for their users. We ensured smooth migration to the new Windows 7 system through rigorous planning, business testing, and application testing for compatibility.

We established a strong governance model by prioritizing risk management to avoid impact and delays triggered by external factors. We ensured best practices for the design architecture of the target Active Directory model, System Center Configuration Manager (SCCM), Anti-virus and Backup solutions and introduced an industry-standard application packaging process.

We employed our proven Global Delivery Model (GDM) to deliver high quality services at lower costs through a predominantly remote operations model. Collaborating with the client, we enabled comprehensive change management, ensured that required hardware and software components were delivered within the specified timelines, and introduced a steering committee to plan and strategize for a successful engagement. Communication and training workshops were conducted for stakeholder management and to help users adapt to the new environment, enabling a glitch-free transition.

Challenges Encountered

During the program implementation, we faced several technical and operational challenges. We needed to ensure availability of quality information for application execution, design of target environments, application testing and business testing, as well as test data for integration and acceptance testing. Further, we had to coordinate with multiple teams to ensure the finalization of hardware requirements and their timely availability for the target environment. Our knowledge and expertise in infrastructure and project risk management helped us overcome these challenges.

Benefits Delivered

We delivered an IT transformation solution that provided a standardized global operating environment and enabled greater administrative control. Our solution allows client users ease of access to infrastructure resources, particularly during travel. We also automated the software distribution / installation process, enabling greater control to secure end-user devices.

Our solution methodology provided support, coordination, and leadership in addressing issues across several business areas. The risk management system alerts the client on issues, risks and concerns in a timely manner enabling them to respond proactively.

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