CASE STUDY

# SUCCESSFULLY ACCOMPLISHING A MAJOR TECHNOLOGY UPGRADE

With Minimal Productivity Impact, Even During a Facility Relocation

**OPTIMIZE & EXECUTE**

## THE BUSINESS CHALLENGE

A major utility company faced a challenge when planning for a relocation to a new facility. Management realized that the existing desktop PC configuration was nearing obsolescence. With advances in technology the vendor would soon stop providing support for the core systems, and the PCs themselves were several years beyond their useful life.

The problem was that **planning and successfully executing a major technology upgrade in the midst of a major relocation** would place too great a burden on the already heavily taxed internal IT team.

AGSI was selected by the senior management to develop an approach to upgrade the company's PCs without disrupting operations, minimizing productivity losses during the transition.

## AGSI'S HIGH-LEVERAGE SOLUTION

Working closely with company leadership AGSI evaluated the situation and **created a fully integrated master plan** that included:

- Planning to stage the move and upgrade/standardize the existing desktop PC configuration
- Configuration and rollout of new desktop PCs for all users
- Conversion of the Local Area Network (LAN) from a Novell environment to a Microsoft environment
- Close coordination with the company's training organization to provide focused user training for each end user as they received their new computers

## VALUE TO THE ENTERPRISE

AGSI executed the plan successfully, and the positive impact was noticeable to virtually every user in the company. Beyond the visible improvements provided by the new PCs, each user was provided with personal support and focused training throughout the relocation and upgrade. This **successful effort not only minimized losses to productivity, but also generated increased adoption among the employees**.

### IN BRIEF

**CLIENT:**
Utility Company

**ENGAGEMENT:**
Employee Technology Upgrade

**CHALLENGE:**
Accomplish a company-wide technology upgrade in concert with a facility relocation, without diverting resources from the taxed IT team

**OUTCOME:**
All users were successfully upgraded and trained and LAN was converted – without business disruption and with minimal productivity impact