

GET READY FOR WINDOWS VISTA

Deployment tools are included in Windows Vista™. Dell Managed Services extend the reach of those tools with time-saving automated deployments based on best practices.

The Windows Vista era is underway, and the new desktop operating system promises a giant step forward in business computing. Windows Vista provides a wealth of new tools that help users manage their data, search for information, collaborate with their peers, and utilize the newest release of the Microsoft® 2007 Office System. For corporate IT, Windows Vista offers tight security, including protection against phishing, BitLocker™ encryption, and User Account Control.

While those features can improve the end-user experience, other enhancements can translate into measurable time and cost savings for the IT group. With Windows Vista, Microsoft and its partners, including Dell, have redefined how an operating system and new PCs can be deployed to thousands of desktops in a corporation.

New deployment and management enhancements include advances in application virtualization, group policies, troubleshooting, and asset management. Other Windows Vista features include modularization, deployment with a language-neutral Multi-Lingual User Interface, the new hardware-neutral Windows Imaging Format (WIM) for distributing system images, and a new version of the Solution Accelerator for Business Desktop Deployment (BDD 2007).

For IT managers, anything that makes PC deployment easier should come as a relief. The time and cost involved in deployment, of course, varies from case to case. However, industry experts estimate that the cost, including several hours of labor, for setting up and configuring a new PC can range well past \$600, based on research including a recent study by IDC. Dell and Microsoft have partnered to deliver tools and services that can help IT managers cut

deployment time to less than one hour and significantly reduce costs.

Windows Vista is designed to be easy to deploy, and Dell, an industry leader in PC design and manufacturing, helps make it simple through its Deployment Services that leverage new Windows Vista tools and best-practice methodologies, including BDD 2007 and WIM, to provide a three-phase deployment service. Dell's team of experts support enterprise customers through the assessment, planning/design, and deployment stages, whether the customers are rolling out new PCs or upgrading existing hardware with Windows Vista. And Dell's Deployment Services for automation are available for Windows XP rollouts, too.

Dell's deployment services start with an assessment of a customer's current systems, with Dell analysts identifying which PCs can support Windows Vista, and estimating both the potential cost and return on investment for a move to Windows Vista.

In the design and planning phase, Dell helps the customer develop an imaging strategy, recognizing that managing extra images in a large organization can be extremely costly to patch, update and maintain. Dell also provides application packaging services, including scripting where needed, so that applications can be efficiently installed on new PCs. Dell then helps the customer to map out the actual deployment in terms of which sites or departments will receive new PC installations or upgrades, and when.

Dell deployment services can even design secure mobile solutions enabled by BitLocker™ drive encryption in Windows Vista Enterprise. Dell can assist with selecting hardware that has the correct TPM chip used by BitLocker and make the necessary configurations so that the drive is encrypted out of the box.

Finally, Dell technicians arrive at the customer site to set up the new PCs or upgrade existing systems with Windows Vista. A Dell installer working on several systems at once can set up the new PCs, migrate user data, and get the PCs onto a network and activated in an hour or less. That same installer will remove the PC packaging for recycling, and move the old PC into an asset recovery process. Meanwhile, other technicians may be upgrading existing systems by loading new Windows Vista images onto client systems.

One customer that relies on Dell for PCs and for deployment services is Unilever, which manufactures 400 brands of products for the home, personal care and nutrition. "When it came time to look for new equipment and associated services, we chose Dell because they could provide us with not just the hardware and the implementation services, but ongoing desk-side and service-center support as well," said Dan Gizzo, VP, IT Services, Unilever IT Americas. Dell provides Unilever in North America with services such as hardware maintenance, help desk service, application packaging and distribution, and software profile management. "Without that partnership, the Unilever IT department could not provide the level of service to our users that they expect," added Vinnie DiPalermo, manager, end user services, Unilever IT Americas.

With the deployment complete, the customer's IT team can trust that it has received top-quality PCs without having wasted hours of work, and that its job of managing the network will be made easy through Dell's delivery of clean, secure, and consistent images and configurations. ■

For more information, please visit www.desktopdeployment.ziffdavis.com.

