

# Software Distribution & Common Desktop Foundation



## **The Challenge:**

With a vast array of applications, difficult integration requirements, and a demanding user base, businesses must be able to deliver a stable, secure and high-performing desktop environment to employees and staff – whether physical or virtual. Companies consistently report the same desktop management challenges:

- Day-to-day support of a complex desktop environment is hard to manage
- Excessive time to provision a new hire with computer equipment
- Inconsistent desktop environments present challenges with a platform upgrades or migrations
- Desktop images must be frequently updated as hardware and applications change, consuming valuable time from senior engineer-level IT resources
- Supportability and security of the desktop is unmanageable as the environment evolves and subsequent application releases change

## **The Solution:**

A well-planned software distribution and common desktop solution based on Microsoft technologies addresses many of the common challenges related to desktop management in a professional environment.

- *Lightweight Desktop Image.* Having a minimalistic Windows image (with no applications) reduces or eliminates the need for frequent image updates and provides flexibility for different configurations.

- *Software Distribution Framework.* Leveraging Microsoft System Center Configuration Manager 2007, packaged applications may be deployed to PC's remotely within minutes, or integrated into the imaging process.

## **Approach:**

iVision delivers consulting solutions in an organized and logically-phased approach:



iVision follows a prescribed framework to deliver a common desktop and software distribution solution, leveraging best practices gained through numerous prior successful engagements.

Our professional services engagements for a software distribution and common desktop solution typically include:

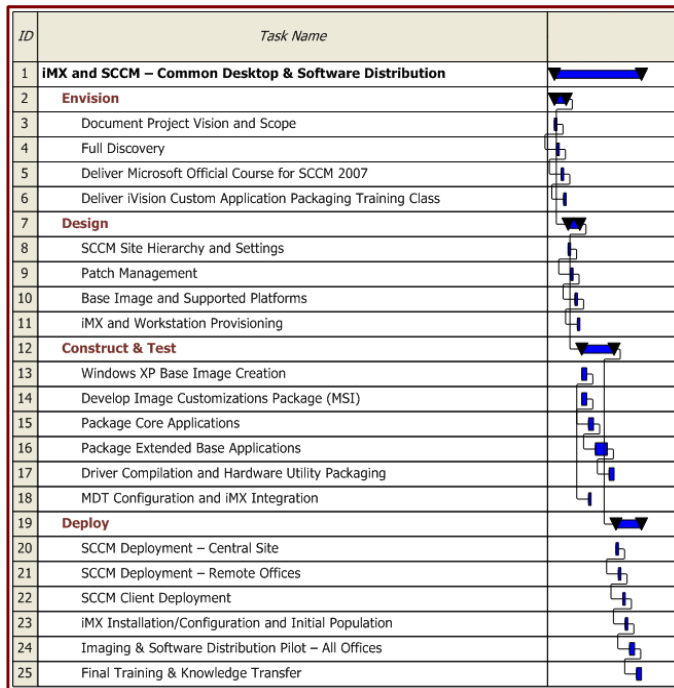
- *Full Discovery.* Performing a full discovery of the environment, including current desktop images and software applications, ensures a complete solution.
- *Training and Knowledge Transfer.* iVision is able to deliver the Microsoft Official Curriculum for System Center Configuration Manager 2007 during the project, and our consultants always provide detailed knowledge transfer on all components of the solution.
- *Image Development.* A single image will be developed that works across all desktop and laptop hardware platforms. This is a lightweight image consisting of only the Operating System and the latest Windows Updates.
- *Application Packaging.* Core applications, such as Microsoft Office, are packaged leveraging iVision's best practices and standards.
- *Microsoft Deployment Toolkit Integration.* iVision utilizes the Microsoft Deployment Toolkit (MDT), formerly Business Desktop Deployment (BDD) to further automate the desktop deployment process

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and provide for Zero-Touch imaging. If iMX is a part of the solution, iMX is integrated with MDT and SCCM.

- *Infrastructure Deployment.* To facilitate fast software and image delivery to all locations, Distribution Points are deployed to all offices.
- *Process Documentation.* All common operational processes, such as adding a new application or imaging a workstation, are fully documented with detailed step-by-step procedures.

The following Gantt chart shows a sample representation of a typical project timeline.



## **Benefits:**

Implementing a software distribution and common desktop framework has many immediate and long term benefits to an organization.

- *Centralize and Standardize Desktop Management.* Provides an end-to-end solution for global desktop life cycle management based on proven Microsoft systems management technologies.
- *Streamlined Desktop Management Operations.* iVision Management Extensions (iMX) builds on Microsoft's deployment technologies to offer a Zero-Touch deployment framework that eliminates the need for a technician to be on-site to complete desktop migration operations. This framework is built on industry standards and toolsets.
- *Standardize & Eliminate Redundant Toolsets.* With a single solution to distribute operating systems, applications and security patches (Microsoft and third-party vendors) businesses are able to eliminate the need for numerous toolsets.
- *Single Hardware Image.* With this solution you can standardize on a single hardware image for all laptops and desktops, and add support for new hardware models in minutes versus weeks/months.
- *Better Supportability and Scalability.* An electronic software distribution platform and common desktop framework provides the means to provide better customer service to clients as the company continues to grow.
- *Reduced Desktop / Laptop Image Maintenance.* Integrating desktop/laptop build management into SCCM 2007 provides for decreased toolsets required to support desktops / laptops and allows for easier management moving forward.

## **The iVision Advantage:**

iVision has proven experience in deploying successful software distribution and desktop management solutions for large and small organizations based on Microsoft technologies – in addition to larger Fortune 500 clients.

Our average consultant has over a decade of experience with these technologies – and our development team has even created portions of the System Center product code for Microsoft.