

E²D² ENTERPRISE ENGINE FOR DESKTOP DEPLOYMENT

A client platform for enterprise-sized companies (more than 1000 clients) distributed geographically, is one of the assets that has major impact on business efficiency. An innovative management infrastructure makes it possible to reduce costs, control risks and increase growth. Cluster Reply supports companies in the delicate phase of reviewing the platform and defining the new business infrastructure. All through specially developed methodologies and software tools that have given life to the E²D² - Enterprise Engine for Desktop Deployment solution.

SCENARIO

A client platform for enterprise-sized companies (more than 1000 clients), including hardware, operating systems, office automation tools and industry solutions, has an immediate impact on the productivity of users and consequently also on the operations of the whole company. Management of the customer base, especially if distributed and heterogeneous, also considerably effects the cost item of IT departments; therefore, improving this management makes it possible to reduce TCO.

The key factors to best leverage the new platforms are the support of systems aimed at defining the deployment infrastructure for workplaces and the certification activity on a new operating client system (Microsoft Windows Vista) for business applications.

EXPERIENCE

Cluster Reply supports companies in the delicate phase of reviewing the platform and defining the new business infrastructure. All through specially developed methodologies and software tools that have given life to the E²D² - Enterprise Engine for Desktop Deployment solution.

Cluster Reply's E²D² combines within it processes and methodologies to best address an articulated change project for client infrastructure within the company.

- **Assessment of the current platform**
inventory hardware and software of the platform in use at the customer's premises.
- **Risks Analysis and REJ on the platform's update**
Before implementing the new solution, Cluster Reply can support the customer in defining the technological and economic impacts of the project.
- **Technology and application certification**
Application tests checking the compatibility on the new HW and SW platform, identifying and addressing any HW and SW incompatibilities. Assessment of any hardware upgrades required for the new platform.
- **Design of the new client platform**
Review of the technology layer, upgrade of the operating system, review of the software layer (core and customized), definition of new policies, security of workstations, definition of the workstations migration process in the event of consolidation or reviews of the AD infrastructure.
- **Creation of images and deployment procedures**
Creation of images, software packaging, definition and implementation of deployment procedures in Lite Touch and Zero Touch Installation modes, data migration procedures and user configurations from the previous configuration of the new platform.
- **Design and implementation of the new desktop management platform**
Design and implementation of the infrastructure for the distribution of images, deployment, software distribution, asset management solutions.
- **Operation Support**
Support in the infrastructure management and control during the transition phase and training of the operation team on the new management procedures.
- **Project Management**
Management of the deployment project in the various phases listed above and organisation of the roll-out plan of the new platform. Coordination of the deployment team and organisation of logistics for the installation, upgrade, release, delivery and go-live of the new workstations and hardware recovery.

REPLY VALUE

Cluster Reply, Microsoft Certified Gold Partner, specialist in Advanced Infrastructure Solutions, can boast considerable design and project management expertise in the field of desktop deployment within large companies and in the area of the most advanced technologies (Windows Vista, Windows Deployment Services, etc...).

The technology reference scope for such projects provides for the use of various integrated technologies, adapted to the customer's context, making reference to the guidelines of the Microsoft BDD solution, customized for the E²D² solution that Cluster Reply has refined and consolidated within the scope of deployment projects.



Cluster Reply works alongside its customers in the creation of projects, combining excellence and innovation with deep knowledge of Microsoft applications, technologies and infrastructures. In Cluster Reply expertise, skills and competences are a recognised value, cultivated and transferred to projects with highly professional approaches and methods.

Cluster Reply, a company belonging to the Reply group, focuses its experience on infrastructures, guaranteeing added value in the design, implementation, integration and management of Microsoft solutions within complex architecture environments. Cluster Reply's mission consists in designing and deploying the best Architectures and Infrastructures for the IT Systems of companies. Cluster Reply makes IT architecture a flexible and adaptable element: the new nerve centre of backoffice systems capable of offering a natural integration with the systems and with mission-critical applications, Cluster Reply's offer includes: Systems & Operations Management, Directory Services, Server Consolidation, Messaging & Collaboration (e-mail infrastructures and migration solutions and upgrade versions), Videoconference Solutions, Disaster Recovery and REJ Studies (Rapid Economic Justification).

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