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Streamlining the Transfer Process

PCmover Enterprise reduced the cost, time, and support required to perform a large-scale computer migration at Glatfelter®.

Solution Overview

Product and Services
PCmover® Enterprise

Industry
Global Manufacturer of specialty papers and engineered products.

Organization Size
Enterprise (5,000 PCs)

Location
International

"We have a rather diverse workforce, with hundreds of different software installations, and each user's build is different from the next."

-Kyle McNamee, Senior On-Site Technical Architect at Glatfelter

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Situation:

As a global manufacturer of specialty papers and engineered products, Glatfelter is present in most Americans' daily lives. Whether it's the filter for a coffee machine, a school textbook or novel, or even a postage stamp, Glatfelter paper items are used worldwide.

With offices in the United States, Asia, and Europe, Glatfelter employs 5,000 globally. With most employees' PCs running Windows® XP and Microsoft® having completely ended support for the venerable operating system in April 2014, the company needed to update their operating systems to Windows 7.

Prior PC upgrade and refresh scenarios at Glatfelter were accomplished through manual installations and transfers. This proved to be incredibly time-consuming and difficult for the company's small internal IT team to manage, in addition to their other daily responsibilities.

"We have a rather diverse workforce, with hundreds of different software installations," said Kyle McNamee, Senior On-Site Technical Architect. "Each user's build is different from the next."

Manually installing each employee's necessary software required considerable manpower. With just two IT technicians per location, Glatfelter did not have the support bandwidth for such a situation. In addition, McNamee faced a challenge common to IT teams attempting manually migrations:

"For each employee, we have to manually move all user data and profiles to a new machine. Most of this data is saved in non-standard storage locations on their PCs, making the process of finding and migrating everything extremely difficult for our team," said McNamee.

IT workload wasn't the only strain on company resources. End-user downtime during a manual migration was considerable. This downtime sapped productivity and resulted in unbudgeted and hidden costs for the company.

The final migration issue at Glatfelter was a number of network systems in the facilities that are utilized 24/7 by multiple users. Performing a migration during these zero-downtime production areas is next to impossible, McNamee said.

Realizing another manual refresh would be too time-consuming and expensive for this growing, global company, McNamee and his team considered available solutions to complete the process. The IT team needed a solution that would:

1. Address the company's concerns regarding employee downtime;
2. Streamline the process of transferring the hundreds of hard-to-find settings, the individual employee's unique applications, and hidden business data on each user's PC;
3. Perform the migration in an environment that was in use 24/7.

Solution:

The solution that Glatfelter selected was PCmover Enterprise by Laplink®.

"PCmover has proven to immensely reduce the manpower and time required to perform a major PC rollout," said McNamee of his experience deploying PCs with PCmover.

The migration cycle at Glatfelter is a perpetual project; however, the first phase encompassed roughly 750 PCs.

"PCmover has saved us an enormous amount of technician labor and reduced total solution time," McNamee said. "We used to have to rely on software audits and user communication to receive a list of necessary software and data, whereas PCmover has removed a lot of the steps to rolling over our users' computers."

McNamee's overall impression of PCmover Enterprise is very positive.

"Prior to the implementation of PCmover, it was always a challenge to migrate systems in the zero-downtime production areas," McNamee said of the facilities that are in use round-the-clock. "With PCmover, we are now comfortable with just running the solution and then taking the new machine out to the location and performing a 'drop and go.'"

Benefit:

"PCmover has streamlined our entire process of performing large-scale computer migrations, and has reduced cost, time, and technicians required to perform the work," said McNamee.

Glatfelter's other migration obstacles became a non-issue when using PCmover Enterprise, according to McNamee's report. PCmover delivered; Glatfelter experienced reduced costs, reduced overall employee downtime, and a simpler, more complete migration.

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>
> *-Kyle McNamee, Senior On-Site Technical Architect at Glatfelter*

Enterprise Migration Services:

The `PCmover® Enterprise` solution offers an easy, fluid, cost-effective way to migrate all data over to the new PCs. Countless hours of labor and end-user downtime are saved across an international organization's offices, thus having both impact on the top and bottom lines.

Visit Laplink today for a free evaluation of `PCmover® Enterprise` to see how it can help your organization