

## CASE STUDY

# \$1.7B GLOBAL TRAVEL COMPANY

***Savings with Swimage: \$1,575,000***

OPERATING SYSTEM MIGRATION

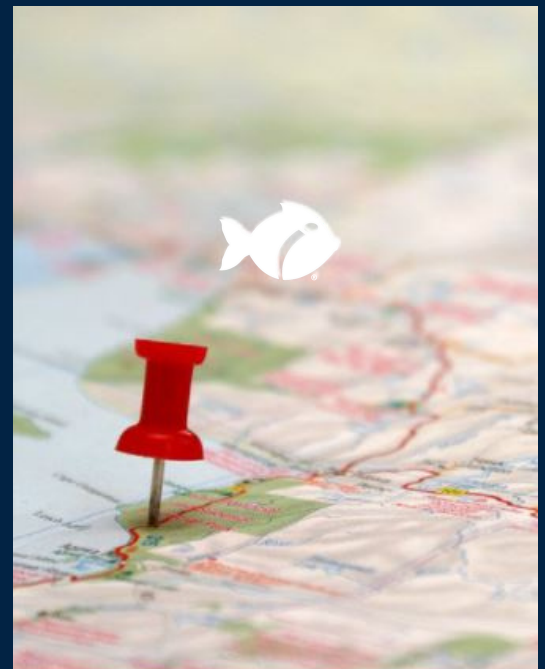


### PROJECT DESCRIPTION

Large international travel company approached Swimage in need of an efficient method to migrate 5,000 international systems to Windows 10. The solution also needed to handle all future updates and PC replacements.

### PROJECT REQUIREMENTS

- Windows 7 to Windows 10
- Laptops & desktops
- 3,750 in-place; 1,250 PC replacement
- Worldwide
- Originally a combination of onsite & remote workers, but switched to all remote due to the pandemic
- 25 different hardware models
- All systems encrypted
- Complex applications
- Highly customized user profiles
- Multi-factor authentication





## CASE STUDY

### PROJECT PROPOSAL

- Apply an updated & customized image
- Protect and migrate all data & settings
- Reinstall all supported applications
- Discover & repair issues before the migration starts
- Migrate without removing encryption
- Allow users to self-migrate their PCs at home
- Complete project in 9 months

### APPROACH & SOLUTION

- Use Swimage to manage the migrations
- Utilize on-prem server for Swimage
- Streamline the app install process to accommodate app requirements
- Use the Offline Media method for all deployments
- Track deployments with Swimage reporting
- Adapt to new VPN provider mid-project

### EXTRAORDINARY RESULTS

- Reduced help desk cost by \$975,000
- Reduced shipping costs by \$600,000
- Completed project on time & under budget
- Migrated all PCs in scope
- Migrated > 600 PCs per month
- Restored all data & settings for all users (no data loss)
- Reinstalled all applications
- Improved end user experience by reducing the post-migration setup & configuration
- Left behind an improved process for future migrations

### User Quotes:

*"This process was so fast & easy! I didn't even need to contact the help desk to complete it."*

*"I was impressed how quickly I was able to return to working after the migration."*

*- Remote workers*

*"I was impressed how Swimage could accommodate workers in extreme remote conditions."*

*Some workers were so remote, we used bike messengers to deliver flash drives."*

*- Project Manager*