Because they are often labor intensive and difficult to coordinate, client system deployments and OS migrations can be particularly disruptive to business as usual. Planning, scheduling, and executing deployments and migrations is also logistically challenging, especially for a large number of busy and mobile clients. In addition, deploying applications and software builds, or images, to branch offices and other remote locations can put an excessive strain on enterprise networks.

Because client migrations are often outside the scope of normal business operations, many organizations have not optimized their client migration processes and do not have the infrastructure or tools in place to take advantage of automation. As a result, many steps—such as creating images, deploying applications, and migrating user data—are often executed manually. Unfortunately, the manual approach can be both time-consuming and error-prone.

For example, performing migrations to the Microsoft Windows Vista OS can be challenging when incompatible clients need to be replaced and applications require some form of remediation. Furthermore, the new security policies and different user access controls featured in Windows Vista may require extensive changes to client settings and configurations. Finally, the increased image sizes that often result from Windows Vista deployments may put an additional strain on corporate networks.

To help organizations simplify the task of replacing or refreshing hardware, Dell launched the Dell Client Migration Solution, a portfolio of assessment, design, implementation, and management services that combine industry-standard best practices and automation technology designed to execute client migrations quickly and cost-effectively. The results can be tremendous: research shows that companies that optimize their deployment practices enjoy significantly reduced costs to deploy PCs, as much as 62 percent less (over US$400 per PC) compared with companies using basic deployment practices.¹

**AUTOMATED DEPLOYMENT HELPS SIMPLIFY LOGISTICS, REDUCE DISRUPTION**

At the heart of the Dell Client Migration Solution is the Dell Automated Deployment (DAD) technology, a set of patent-pending tools and processes. DAD uses a “load in factory, customize anywhere” approach to client migration that helps dramatically simplify logistics, minimize business disruption, and reduce the strain on enterprise resources.

DAD technology provides a superset of content—including images, applications, and the DAD tool—that is preloaded onto client systems at the factory. For hardware replacements, the content is loaded directly onto the client. For software refreshes, the content is loaded onto a portable hard drive.

After a client system or hard drive arrives at its destination, the administrator is prompted by a simple “one touch” interview to select the appropriate user profile, and the DAD tool installs the corresponding image and applications. IT administrators can also select an update location on the network to have the client content synchronized with new updates. Finally, the DAD tool migrates end-user data and settings.

This automated deployment model can help achieve the following benefits:

- **Minimize server and network congestion:** Because images and applications are preloaded onto the client system at the factory, only content updates need to be downloaded over the network. As a result, DAD can help reduce the network bandwidth required for client deployments by an estimated 70 percent.

- **Increase flexibility and simplify logistics:** By customizing preloaded images and applications at the client destination, DAD helps eliminate the need for complicated staging centers. This approach also enhances flexibility in routing client systems, because specific hardware does not have to be assigned in advance to a particular individual.

- **Maximize multitasking:** Administrators can initiate a deployment and then quickly move on to the next client system. Because DAD automates application installation and migration of end-user data, it is expected to reduce the amount of time an administrator spends replacing or refreshing a client system by up to 88 percent.2

- **Minimize end-user disruption:** By helping dramatically reduce the time required to deploy client systems, DAD minimizes disruptions to end users—and ongoing business operations.

- **Minimize strain on the help desk:** By automating the deployment process, DAD helps avoid application installation errors and subsequent inquiries to the help desk—for example, if an administrator misses key steps. Also, DAD saves a backup copy of the client system’s image before commencing the installation, to expedite recovery of user data or settings if necessary.

**Figure 1.** The Dell client optimization deployment model is designed to minimize infrastructure dependencies and enable out-of-band deployments for remote users

### EXPERT CONSULTING SERVICES HELP MINIMIZE COST AND RISK

The Dell Client Migration Solution helps calculate the current cost of deployment and recommends ways to streamline the process and improve the infrastructure to take advantage of the automated deployment model. Following industry-standard best practices, Dell Services experts create an optimized deployment model that can be tailored to the specific needs of an organization (see Figure 1). Dell Services then executes the deployment using DAD technology.

By simplifying client migration through best practices and automated deployment techniques, organizations can dramatically lower the cost of deployment, minimize end-user disruptions, and reduce business risk.

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2 Based on an internal assessment of select Dell customers compiled from October 2006 to October 2007.