



Windows Vista Customer Solution Case Study



Customer: HP

Web Site: www.hp.com

Customer Size: 175,000 employees

Country or Region: United States

Industry: Information technology

Customer Profile

Founded in 1939 and headquartered in Palo Alto, California, HP delivers integration services, solutions expertise, software, and hardware to more than 1 billion customers worldwide. It recorded 2007 revenues of U.S.\$104.3 billion.

Software and Services

- Windows Vista Enterprise
- Microsoft Services
- Microsoft Solution Accelerator for Business Desktop Deployment 2007

For more information about other Microsoft customer successes, please visit: www.microsoft.com/casestudies

Technology Leader Boosts Productivity and Optimizes IT with Operating-System Upgrade

“With powerful migration tools in Windows Vista and the Solution Accelerator for Business Desktop Deployment 2007, we expect to reduce the need for onsite help-desk visits by up to two-thirds.”

David Brehm, Follow-Me Data Project Sponsor / End-User Services, HP

HP wanted a more productive client environment and robust data protection even while pursuing a major data-center consolidation. So, it began a deployment of the Windows Vista® operating system to more than 220,000 computers. Consequently, HP will provide enterprisewide data-recovery services and anticipates yearly savings of up to U.S.\$6 million in enhanced productivity and up to \$70 million in onsite help-desk calls and other IT costs.

Business Needs

As a long-time leader in computing technology, HP is always seeking ways to help the members of its large, globalized workforce apply their talents more effectively. This means giving those employees a user interface that is highly tailored to an individual's language, geographical location, and job function. It means giving them a client working environment that fully supports travel between HP offices and use of various computers and other devices. It also means using migration technologies so that employees can work seamlessly on large-scale software or hardware upgrades.

HP also envisions making its workforce more productive and IT operations more cost-effective by optimizing the company's data-center infrastructure. So, the company is working to consolidate 85 data centers worldwide down to just six, all in the United States, without disrupting the productivity of its 175,000-person workforce.

Solution

To achieve these objectives, HP decided to deploy the Windows Vista operating system to its client computers with the help of that system's enhanced APIs and deployment and mobility tools. As part of this endeavor, HP began collaborating with Microsoft



Services and the Windows product group and, in turn, helped to influence the direction of the final Windows Vista product and resolve critical issues discovered during testing at RTM and SP1.

By mid-2008, HP had deployed Windows Vista to 45,000 computers and was deploying it to up to 9,000 additional computers each month through PC refresh cycles. HP intends to complete deployment to all 220,000 of its internal computers by the end of 2009.

Benefits

Midway through the deployment, PPG Industries began realizing significant benefits of its Desktop of the Future initiative, and looks forward to additional benefits once the deployment is complete.

■ Improved user mobility and productivity.

With the help of the enhanced support for Offline Files in Windows Vista, HP is building the foundation and framework for a large-scale “access anywhere” initiative based on Vista IntelliMirror and called Follow-Me Data. Through this plan, HP users will be able to access files, applications, and data transparently from multiple computers, devices, and locations. The resulting improvements in mobility and productivity also will fit into a project at HP for transforming the desktop infrastructure into a strategic asset.

- **Seamless upgrades and migrations.** To maintain user uptime even while making significant changes to client PCs, HP is taking advantage of tools in the Windows Vista deployment platform that are based on Microsoft® Solution Accelerator for Business Desktop Deployment 2007. In particular, the company is using the enhanced User State Migration Tool in Windows Vista to move settings, files,

applications, and data from one client environment to another. Thanks to these tools, surveyed employees are reporting a more than 90 percent rate of satisfaction with the move to Windows Vista.

■ Stronger data protection and replication.

With the help of Windows Vista Folder Redirection and Offline Files, HP designed a user solution that provides for continuous data replication to HP data centers, simplifying recovery from computer theft or hardware/software failure. This enables HP to accelerate future deployments of hardware and software by ensuring that business data is automatically replicated to a new computer without the need for help from IT, regardless of a given user’s technical ability.

In particular, the Offline Files API enabled the design of a custom, HP-focused user-interface tool that shows users realtime status and helps them control synchronization. Additionally, the new Windows Vista Delta Replication tool enables PST files to seamlessly synchronize to the data centers by synchronizing only the changed parts of the files and minimizing the changes pushed over the network.

■ Reduced need for onsite help-desk visits.

Smoother upgrades and migrations not only will help to maintain user uptime but also to optimize IT effectiveness. With Windows Vista features such as Offline Files, HP will be able to replace costly backup solutions from external partners and third parties with a single, centralized solution that can be managed internally. The company also expects to reduce the need for onsite help-desk visits for both break-fix operations and hardware refresh

projects by two-thirds, while maintaining or enhancing current service levels.

■ Greater IT efficiency through

consolidation. Throughout HP’s global IT infrastructures, high-latency connections have long caused network-performance problems for client PCs. As a participant in the Technology Adoption Program for Windows Vista, HP worked with consultants at the Microsoft Technology Center to test Server Message Block 2.0 performance improvements available through Windows Vista and in concert with Windows Server® 2008. HP looks forward to using this technology to help establish highly centralized data centers and further streamline and optimize global IT operations.