



# Desktop Imaging and Rollout

## The Challenge

Most large-scale desktop refresh plans/deployments are for strategic initiatives like advancement of technology, change in business growth, compliance, and market push. With distributed IT environments, configuring and deploying PCs and servers are becoming increasingly challenging for businesses, especially when there a large number of instances. Whether it is bare metal installation or upgrades from previous versions of OS, it is tough on IT administrators and support engineers to install the OS and other standard applications across the instances. These activities are repetitive and need to be done for new machines, new employees, and major OS/hardware upgrades. The challenges here are the time, effort and resources needed for deployment.

## Long 80 Capabilities

Long 80 has been providing Managed Infrastructure Services for more than 2 decades for its large customer base in the US and the Middle East. As part of transformation initiatives, we have been successfully planning and rolling out large scale deployments of desktops/laptops. The following are our key areas of focus during large-scale desktop imaging, or technology upgrades:

### Solutions & Strategy

Identification of the right solution, technology, and tools to meet the project objectives prior to commencement of work, which includes engagement planning, unearthing challenges and foreseeable risks; also involves the identification of the right partnerships (OEM, service providers, logistics partners), and financial engineering

### Increased IT Efficiency

Through streamlined deployment processes, automation and best practice implementation

### SWAT Team

Deployment of the right skilled resources for task execution. The field support engineers, team leads, and project managers are supported by our Center of Excellence team (CoE). The team is a collective workforce of SMEs and domain specialists from the Long 80 global service delivery pool

### Precise Planning

Driven by templates and frameworks, backed by sound project planning, management and service delivery model

### Application Rationalizing

Identification of business applications across the organization to determine applications that should be kept/replaced/retired/consolidated

### Software Imaging

Creation of OS image using advanced online or offline imaging techniques, customization of the image for deployment according to the organization's user roles and departments, and deployment of the OS image across multiple computers using unique techniques

### Deployment in Optimal Timeframe

Post the phases of due diligence and detailed work assessment, the Long 80 team can assist in optimizing the time for desktop rollout, leveraging our **Automation Framework & Custom Scripting Techniques**

### Hardware Independent Deployment

Engineering a standard OS irrespective of computer make, model or hardware specification

## Reduced Cost of Operations

Leveraging our offshore-based remote global service delivery model, the customer has the following services to choose from:

- **24x7 Service Desk** - Long 80 will be the single point of contact for all end-user reported incidents and service requests
- **Remote Desktop Patching** - Patch management policy definition, scheduling and monitoring patch deployments
- **Application Packaging & Software Distribution** - Remote deployment of applications to client computers from your RMM software
- **SCCM Tool Administration**
- **Mobile Device Management** - Management of Android, iOS, and Chrome devices: wipe, lock, geo-tracking, password enforcement, backup encryption, camera restrictions, etc.
- **Tracking Granular Asset Data** for hardware and software including usage statistics, blacklisted applications, warranties, and licenses

## Case Studies

Selective list of customers where 1000+ desktops & laptops were successfully imaged and rolled out.

Customer	One of the busiest hospitals in NY	Largest non-profit health & social service agencies in the US	Voluntary agency that cares for children & family
Geography	NY, 40+ remote locations	NY, 30+ remote locations	US, 95+ remote locations
Deployment Volume	3000+	2800+	1500+
Rollout/ Migration Strategy	Migration to VDI solution, Technology transformation	Merger & Acquisition	System refresh and upgrade to Windows 10
Tools & Technologies used	zDesk VDI solution, Symantec Ghost	SCCM	ManageEngine Desktop Central
Bundled Services	Procurement, planning & migration services coupled with Service Desk, end-user computing support, asset & patch management, software license management, MDM, application packaging & rationalization, end point security		



Long 80, LLC. is a collaboration between GAVS Technologies and Premier, Inc. on a strategic joint venture.

Premier, Inc. is a leading healthcare improvement company headquartered in Charlotte, NC, and GAVS Technologies N.A. (GAVS) is focused on Artificial Intelligence for IT Operations (AIOps)-led managed services and digital transformation. Long 80 will bring innovative, AI-driven information technology (IT) operations and security operations to healthcare organizations in the US.