



Background

Industry

Manufacturing

Objective

End-user migration

Approach

Cloud-Centric

Pact Group (Pact) is a dynamic manufacturer of packaging and other products with operations throughout Australia, New Zealand and Asia. Pact converts raw materials into packaging and related products for customers in the food, dairy, beverage, chemical, agricultural and industrial sectors.

Pact embarked on a journey to modernise its IT services so that it could better focus on what it does best: delivering innovative and quality results to its customers. This journey required a re-design of its IT across 68 geographically separate locations and diverse businesses. As specialists in end-user IT services, impeltec was given the responsibility to design a Standard Operating Environment vision to achieve this time sensitive separation in a flexible and dynamic manner that would inject modern technology into the Pact end-user environment. impeltec was then further engaged to design and execute the end-user migration activities.

End-user hardware was outdated, with the desktop operating environment primarily a mix of Windows 7 and Windows XP. The main productivity tools were Microsoft Office 2007 and Microsoft Office 2003. End-user data was stored in various locations including local devices, external disks, local servers and centralised server shares. Business application versions differed from business to business and site to site. The environment was difficult to support, and was in need of modernisation.

- Ageing hardware
- Mix of Windows versions
- Microsoft Office 2003/2007
- Disparate data storage

Initial State

Solution

- impeltec SOE Portal
- impeltec cloud-centric managed deployment
- Microsoft Windows Azure
- Microsoft Windows Intune
- Microsoft Office 365

Pact required the use of O365 and Intune to meet its strategic objectives. The Microsoft cloud solutions proposed included Office 365 for end-user collaboration and email, Windows Intune for desktop and mobile device management (MDM), Windows Azure for compute and directory services, and OneDrive for centralisation of user data. impeltec proposed its cloud-based SOE Portal for building a new standard desktop platform, and its cloud-centric managed deployment approach for device migration, tracking and reporting. Development of a new standard Windows 7 desktop SOE platform was required to function within both the existing environment during the transition and the future Pact environment. Due to lack of remote management technologies and limited network capacity in the existing environment, the new platform needed to be physically deployed to all Pact owned assets across the 68 sites.

The decision to adopt cloud technologies was made by Pact to allow the agility and flexibility to quickly transition users, while reducing infrastructure and costs.

impeltec's SOE Portal efficiently built a new Pact SOE desktop image that catered for the diverse range of end-user hardware and the hybrid set of applications that the separation project required. It included Office 2013 and other applications packaged using impeltec's specialist application packaging service. This single SOE image ensured that the devices would operate within both the existing legacy environment during the transition and the new Pact environment as the migration progressed. The flexibility of being able to rapidly recreate the SOE image proved to be a huge asset given the nature of the changing environment between business units and sites. Using the SOE Portal took what would have been a complex, time and resource consuming task of building and maintaining the SOE, to be a simple, process-driven component of the solution. Leveraging the SOE Portal's extensive repository of common applications and certified hardware was a valuable time-saver.

impeltec's cloud-centric managed deployment approach provided technical automation, processes and tracking for the deployment of the SOE image to every physical device. Their tools guided the deployment engineers to ensure the required steps were performed for every device, also providing an efficient means to cater for the diverse data storage locations and centrally consolidate end-user data. Using impeltec's reporting portal, Pact were able to monitor the deployment of each device in real-time, and dynamically run progress reports by site, business unit and region. This portal also tracked vital asset information about devices being migrated.

Windows Intune provided Pact with key desktop management features such as patch and inventory management, software delivery, endpoint protection, and MDM. impeltec provided the initial consulting, implementation, and operations during the migration project. Throughout the migration, Windows Intune was used to deliver critical software packages in the necessary timeframes. Windows Intune proved its worth as an instant-on device management solution without the infrastructure and consulting costs a traditional environment such as SCCM would have demanded. Post-migration, impeltec provided training to Pact support staff to enable ongoing management of their desktop and mobile environment.

impeltec successfully and professionally migrated all required sites and devices within the stated timeframes and under the original budget. The ability to rapidly recreate the SOE image and packaged applications helped minimise delays when changes were required due to new environmental complexities. The SOE deployment was smooth and efficient even within the complex Pact environment, and the impact to end-users was minimal. All end-user data was captured and migrated to a known location for end-users to be quickly operational after their device migration. The impeltec deployment approach, incorporating the cloud-based SOE Portal and deployment services, successfully delivered the real time tracking information Pact required, saving both impeltec and Pact additional project coordination costs. Windows Intune proved to be a cost effective management and security solution by successfully managing all migrated devices and deploying over 60 distinct business applications to end-users. impeltec delivered quality customer satisfaction results on behalf of Pact Group IT, evidenced from the positive feedback from end-users and the business in what was a complex and technically challenging separation with tight deadlines.

- Migrated 1000+ devices across 68 sites
- End-user data migrated
- Minimal end-user downtime
- Entire migration tracked live
- On schedule
- Within budget

Result

Guy Rosvall
IT Service Delivery and Operations Manager
Pact Group IT