

# A Comparison Guide to Services that Reduce IT Workload

A comparison of how Lenovo service offerings substantially reduce IT tasks for common activities

**Task reduction and automation are possible** when using leading-edge services.

## Reducing administrative and operational tasks allows IT to focus on business value

Organizations today are demanding increasingly innovative systems and strategic business value from their internal IT departments. Among the most important tactics to cut time spent on low value tasks is the engagement of external service providers to take over some of these activities. However, for this approach to work, the service provider must truly be much more efficient than internal IT.

To showcase just how much efficiency Lenovo services bring, this comparison guide will document the actual work process used to complete three typical administrative or operational tasks. It compares the steps in traditional approaches and compares it to Lenovo's high efficiency services. By contrasting the two approaches, it is easy to see how much more efficient the Lenovo processes are and how many tasks can be completed outside your internal IT department.

These examples highlight only a few of the many Lenovo service offerings. They illustrate how task reduction and automation are possible when using leading-edge services. In addition, Lenovo is able to leverage their strong engineering and development teams to integrate new features or capabilities more quickly than customers can by themselves.

## Project and task comparisons – Lenovo services vs. traditional approaches

This section examines the steps for completing three common management or administrative activities required for PC and/or tablet users in mid- to larger-sized organizations.

Task	LENOVO SERVICE	TRADITIONAL PROCESS
<p><b>Migration of an existing system from Windows® XP to Windows 7 or Windows 8</b></p>	<ul style="list-style-type: none"> <li>• The InPlace Migration Console, an ITIL-compliant migration workflow console manages the discovery of systems to be migrated and then automatically schedules and notifies the end-user of the migration.</li> <li>• Users are prompted to answer minimal qualifying questions</li> <li>• Simultaneously, the systems upgrade themselves and applications are installed—up to 40 minutes</li> <li>• System is rebooted</li> <li>• Total time required: <b>20-40 minutes, zero or minimal time for IT</b></li> </ul>	<ul style="list-style-type: none"> <li>• Technician sent desk-side or system sent to IT</li> <li>• Back up existing data, key system elements (favorites, drivers, etc.), programs, and any other needed software</li> <li>• Technician starts the process for installing the new OS and applications—typically 30-90 minutes</li> <li>• Complete and verify installation of new operating system</li> <li>• Reload all files and necessary software</li> <li>• Test key applications and software</li> <li>• Remediate problems</li> <li>• Ship system back to user/technician at office</li> <li>• Total time required: <b>1.5-2.5 hours</b></li> </ul>
<p><b>Deployment of a new PC or Windows tablet</b></p>	<ul style="list-style-type: none"> <li>• <b>Lenovo Imaging Services:</b> Tested and verified image is loaded at the factory and the drive is encrypted on the manufacturing line</li> <li>• <b>First Boot Services:</b> Automate unattended process including Microsoft Sysprep, driver installation, common applications and encryption of the hard drive—done at the factory</li> <li>• Device shipped to user</li> <li>• User completes the configuration and moves data using Advanced Deployment Services menu driven application—IT Technician is not required</li> <li>• Total technician time: <b>0-20 minutes</b></li> </ul>	<ul style="list-style-type: none"> <li>• New device arrives in IT</li> <li>• Unpack new device and check</li> <li>• Connect plug, ports, and start device</li> <li>• Run all the one-time Windows setup tasks</li> <li>• Encrypt the hard drive</li> <li>• Install driver</li> <li>• Install security tools/software</li> <li>• Install applications/image</li> <li>• Total software loading time can be 1-2 hours of technician time</li> <li>• Test complete system (30-45 minutes)</li> <li>• Try to implement new features from Intel</li> <li>• Remediate issues</li> <li>• Install all network links and network access</li> <li>• Repack new device and ship to end-user</li> <li>• Total technician time: <b>2-4 hours</b></li> </ul>

Task	LENOVO SERVICE	TRADITIONAL PROCESS
Managing software images	<ul style="list-style-type: none"> <li>• Identify any internally developed applications and which images they must be part of</li> <li>• Identify different languages required</li> <li>• Lenovo manages drivers</li> <li>• Lenovo tests images</li> <li>• <b>Smart Image:</b> A single dynamic image that is modular in design is loaded on the manufacturing line, eliminating the need for multiple images to cover hardware differences.</li> <li>• Lenovo prepares image for loading</li> <li>• Lenovo prepares automation for installation</li> <li>• Lenovo loads image on PC at factory</li> </ul>	<ul style="list-style-type: none"> <li>• Develop base images for different OS's</li> <li>• Identify different application load packages</li> <li>• Identify any internally developed applications and which images they must be part of</li> <li>• Identify different languages required</li> <li>• Develop individual image for each model of PC deployed with correct drivers</li> <li>• Identify security tools required for each image</li> <li>• Identify management tools for each image</li> <li>• Test images for stability and verify</li> <li>• Remediate any errors found in testing</li> <li>• Prepare image for loading and use</li> <li>• Create scripts for loading correct elements of image</li> <li>• Load image on PC</li> </ul>

## Summary

If organizations saved 1.5 hours per migration, and migrate 1,000 systems per year, **the savings amount to 1,500 hours per year.**

These Lenovo services offer far more than just incremental efficiency gains; they literally change the game for internal IT staffs. It is impossible to ignore the substantial level of task reduction shown in this comparison guide. The potential to cut an hour or more from every single PC migration could free up huge amounts of technician time. If organizations saved 1.5 hours per migration, and migrate 1,000 systems per year, the savings amount to 1,500 hours per year, nearly one full time person that can be tasked with other IT critical needs. In some cases the number of steps in the work flow is reduced by 50% or more. Efficiency gains are directly related to the reduction in the number of activities required to complete a specific task. This makes it possible to reduce the number of low value tasks being done by any IT department or individual IT professional and allows them to focus on innovative new solutions. This is a winning strategy that increases IT's value to the organization. It allows IT to respond to the constant demands from executive management for more strategic benefit from information technology.