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Dynamic Systems Solution

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In an environment where cost savings and reduced operational overheads are the most pressing issues of the day, businesses are seeking ways to realise greater efficiencies from their existing infrastructure. By improving the manner in which IT systems are designed, deployed and managed, costs can be reduced by reducing human workload, driving down support calls and eliminating security threats which adversely affect productivity.

Microsoft technology is widely used by many businesses today. From its desktop operating systems to more complex server solutions, Microsoft is frequently the vendor of choice to support the efficient operation of essential business activities. But in order to benefit from the new productivity features, enhanced security and streamlined IT operations that come with new software and service packs, IT managers need to consider the ongoing cost of deploying, managing and supporting the technology, in addition to the actual acquisition costs.

A standardised and well managed operating environment equips the IT department to deliver consistent and predictable services in support of business needs. A secure and stable desktop and server infrastructure results in significant cost savings, staff productivity gains, reduced security risk and greater business agility.

However, traditional desktop and server deployment and management efforts tend to be overly complex, involving cumbersome, repetitive manual processes that waste time and money. When IT is unable to respond to change timeously, business agility, productivity and competitive potential are all negatively affected with a ripple effect throughout the organisation. Therefore, inefficient desktop and server change processes can represent some of the most complex, labour-intensive and high-risk IT-related activities that an organisation can attempt.

In response to this need, Dimension Data has developed a deployment and management solution that combines leading technology, proven field-tested processes and a clearly-defined management framework to:

- Automate and accelerate desktop and server deployment projects
- Streamline the ongoing delivery of desktop and server applications and patches
- Simplify and facilitate the ongoing management of standards based desktop and server operating environments
- Help implement and maintain a test environment that allows administrators to design and test configuration changes
- Enable the optimal mix of physical and virtual technologies to address business needs and manage complexity and costs

Overview

Dimension Data's Dynamic Systems Solution improves desktop and service lifecycle management by minimising the risks and inefficiencies associated with desktop and server deployment and management, while enhancing end-user productivity and business agility.

With the Dynamic Systems Solution, you are able to automatically deploy, update, secure and centrally manage the latest desktop and server versions of Microsoft Windows, applications such as Microsoft Office and other third-party products on the entire desktop and server fleet, whether physical or virtual.

The solution enables this by empowering you to make informed decisions by gathering software and hardware information from their environment – remotely. This enables you to:

- Create a stable consistent environment by deploying a managed standard operating environment
- Respond to required software changes by facilitating application testing and efficient packaging/sequencing of applications for automated deployment to target computers
- Maintain the user environment by safely migrating user data and settings during software changes
- Maintain a current, stable and secure environment by deploying critical software updates and patches to all desktops and servers quickly

Dimension Data methodology

Dimension Data enhances the capabilities of Microsoft's systems management products, while integrating best practice operational guidance. This includes accordance with the IT Infrastructure Library (ITIL) standards, the Microsoft Operations Framework and best practices contained in the Microsoft Deployment Solution Accelerator.

Our solution's toolset and management approach allow you to leverage existing network infrastructure and remotely deploy operating systems to hundreds – or potentially thousands – of desktops and servers in a single day. This results in a lower cost per machine and reduced risk when compared to conventional deployment approaches.

The modular architecture and proven implementation processes facilitate the ongoing management of the environment. You can remotely deploy software patches in response to security threats or business needs, while maintaining a standardised environment and reducing potential support pressure on the IT helpdesk.

We have reduced the complexity of managing a server environment, by incorporating powerful features that provide the ability to sequence installation tasks and configure servers according to the business need.

Central control of each server is provided with the ability to customise certain components while also delivering standard patches and upgrades as required. Dimension Data has experience in integrating a range of virtualisation and management technologies to optimally deliver applications and services, based on business usage and need.

Dimension Data's approach to software deployment divides project tasks into discrete, defined focus areas so that the project can be easily viewed, managed and scaled. Dimension Data's Primer™ project management methodology provides essential processes and governance to manage project risk, timeframes and resources, ensuring delivery in a timely, disciplined and effective manner.

In addition, we can assist your IT staff in transitioning to a new, more cost efficient and effective operating model for the management of computer systems. We help you to deliver a smooth transition for end-users as they upgrade to the latest versions of Windows desktop and server operating systems.

The scope of a software deployment project, Dimension Data's involvement, and the responsibilities within each project, varies depending on each client's needs and requirements. To address your specific requirements we provide a range of core and supplemental services.

Core services

- Current-state assessment including inventory, data and requirements gathering
- SOE image development (definition and design)
- Reference operating system image creation
- Deployment process design and planning
- Application compatibility testing
- Application packaging/sequencing for automated distribution
- Central management of software distribution using Microsoft's System Center Configuration Manager (SCCM)
- Windows current state migration (data and settings)
- Windows security policy development.
- Microsoft Office suite planning and deployment
- Microsoft operating system and application patch management, leveraging the update functionality available within Microsoft's systems management products
- Framework and operational guidance for maintaining end-user Windows computing devices post deployment
- Desktop and server virtualisation assessment, design, and implementation services

A secure and stable desktop and server infrastructure results in significant **cost savings**, staff **productivity** gains, **reduced security risk** and greater **business agility**.

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Feature summary

feature	description and benefit
Streamlined and fully automated desktop deployments	Automated and robust network-based software deployment and management processes. This reduces or eliminates the need to physically interact with computing devices. Dimension Data's software toolset, proven processes, and well-defined management framework extends Microsoft's systems management platforms to: • Eliminate the requirement for manual intervention, avoiding build inconsistencies that affect the reliability, longevity, and supportability of machines • Enable the rapid deployment of a large number of computing devices per day • Ensure that user documents, configurations and settings are seamlessly transferred to the newly-deployed machines, ensuring continuity and productivity • Facilitate the rapid and consistent rebuild of failed software deployments to a stable and current state, reducing downtime, and improving productivity • Reduce the risks associated with software deployment projects
Streamlined and flexible approach to server deployment	A structured build process that can be used to automate simple single server builds through to complex multi-server environments: • Consistent approach to creation of system images that can be deployed to both physical and virtual servers reducing training and support requirements • Ability to break-up complex server deployments into discrete installation tasks that can be more easily maintained and selectively linked to address build requirements • Ability to track and restrict all changes to a server build-process giving the ability to remove changes or revert to earlier builds in the event of unauthorised changes or error
Solid management platform	Organisation-wide implementation of Microsoft's systems management products enabling clients to: • Quickly deliver applications physically or virtually, security patches and software updates that significantly lower security vulnerabilities, reduce support costs and increase productivity • Accurately track, report and manage software and hardware assets, improving compliance and optimising their utilisation • Lower support costs via fewer helpdesk calls and reduced resolution times • Provides a solid platform for software asset management
Flexible management Architecture and effective Management processes	• The solution significantly enhances and extends the management functionality offered by Microsoft's products and resources • Combines best practice guidance provided by Microsoft, and other industry management bodies with Dimension Data's own practical knowledge obtained from numerous client deployments • A modular and flexible architecture that simplifies deployment and ongoing management, while also allowing authorised changes to be easily and rapidly incorporated in response to changing business needs The architecture: • Improves the speed with which IT infrastructure can respond to business requests for change • Reduces the effort, cost and potential risks associated with change • Provides a platform that streamlines deployment of software updates (patches, new and application upgrades) thereby maximising security, availability and functionality
Dynamic systems toolkit	Dimension Data has created a range of automation and productivity tools that extends and enhances the functionality provided by Microsoft's SCCM and associated management. These tools can be used to: • Fully automate customised builds of Windows systems irrespective of the target operating system, platform architecture, roles or features, hardware configuration, and applications • Simplify the creation of complex build sequence, linking together easy-to-maintain and reusable minisequences that perform a specific action or group of actions • Rapidly build out or populate a test environment to safely develop and test SOE build and deployment components before easily porting them to your production environment • Implement task sequencing source control enabling versioning, change tracking and fallback to a previous version • Simplify and streamline the management of SCCM activities by providing right-click actions that improve productivity when working with the Configuration Manager console • Provide a low-impact method to rapidly synchronise SCCM collection data with AD OU & Group membership information to expedite the deployment of software to targeted computers

Business benefits

The greatest benefits of the Dynamic Systems Solution are derived from a reduction in down-time, streamlined organisation-wide deployment, and maintenance processes that support the delivery of IT management operations.

Additionally, the Dynamic Systems Solution significantly reduces desktop/server setup and commissioning costs, and minimises the potential risks associated with infrastructure refresh/replacement projects.

Reduced costs and improved staff productivity

- Overall reduction in infrastructure commissioning and ongoing operational costs
- Improved staff efficiency by streamlining and automating time consuming traditional installation processes and tasks
- A stable, secure, highly available and manageable desktop environment greatly reduces management and support costs
- Training costs are reduced through the deployment of a consistent operating environment

Improved return on investments

- Best practices and processes that realise the value of existing client investments
- Deploy and obtain the benefits of new business software, sooner
- Increased IT staff and end-user productivity due to, process efficiencies (automation), centralised management and control delivering a consistent and stable build

Improved asset management

- Standardisation of applications across the organisation, also allowing more accurate licensing arrangements
- Enhanced ability to examine asset usage through in-depth inventory collection and customised reportin

Improved end-user support and enhanced experience

- Rapid rebuild of machines in event of failure
- Integration testing to identify and remediate potential issues arising from change

Supplemental services

- Try-before-you-buy Proof of Technology demonstrations for Microsoft's Systems Center products
- Desktop Deployment Planning Services provided to Microsoft clients with software assurance-based Volume Licensing Agreements
- Windows infrastructure assessment, design and implementation services, to ensure solution effectiveness, including: health checks, remediation and upgrades of existing Microsoft Active Directory and SCCM 2007 infrastructure
- Planning and implementation of Microsoft's system management products including the Systems Center suite
- Extensions to the system management infrastructure to provide management services for non-Windows platforms. Software Licence Asset Management, a solution that reconciles licensing entitlements with software usage enabling an organisation to assess their license compliance status, implementing processes to maintain compliance and optimise the use of available software assets
- Application remediation services using a range of facilities and tools including Microsoft's Application Compatibility Toolkit
- Virtual desktop infrastructure assessment,design, and implementation services

- Rapid re-imaging of hardware to resolve service availability issues
- Improved ability to respond to business requests for change

Improved availability and reliability

- Greatly reduce requirements of manual intervention
- Effective methodology to update and patch software
- Risk reduction through the use of smart technology and proven processes

Consolidated services delivery

- During consultation, Dimension Data personnel are available to your organisation and are responsible for delivering the agreed services in a professional manner
- Allows for delivery of best practices across all elements of the desktop and server deployment process
- Allows for a well-planned and proactive migration path for server and desktop infrastructure to a fully managed environment that improves IT agility and shortens the time to delivery for new services

Why choose Dimension Data's Dynamic Systems Solution?

Dimension Data has developed and maintains unrivalled Microsoft competencies; from the basic building blocks of Windows to the design of high-end management solutions, tools and services.

The Dynamic System Solution significantly **reduces** hardware setup and commisioning costs, and **minimises** the **potential risks** associated with hardware refresh/replacement projects.

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