

# PCmover®

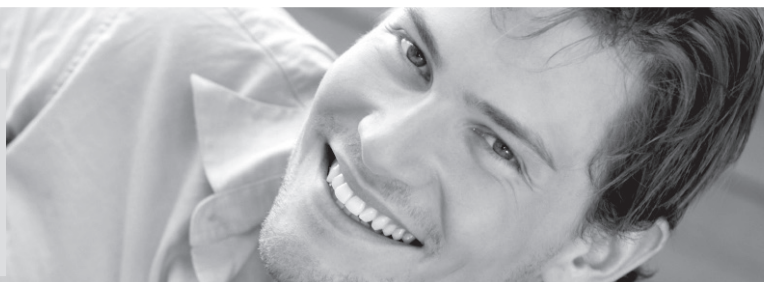
The World's **BEST-SELLING** Utility for Moving Programs, Files, and Settings!

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## Case Study

**Objective:** Enterprise PC Migration  
**Client:** Cornell University  
Ricky Stewart - Computer Service Director



“ PCmover made upgrading faster and a lot more error proof. I know I can leave PCmover to do its job while I do mine – the bottom line is that it works, and works well. ”

**Ricky Stewart**  
Computer Service Director

### Cornell University

Once called “The First American University” by educational historian Fredrick Rudolf, Cornell was founded in 1865, and remains one of the United States’ premier higher education organizations. Cornell represents a distinctive mix of eminent scholarship and democratic ideals. The Ithaca campus alone houses nearly 20,000 students (representing all 50 states and 120 countries) who choose from 4,000 courses in 11 different undergraduate, graduate and professional schools.

Ricky Stewart, the Computer Service Director for the Athletic and Physical Education Department for Cornell University, supports over 200 staff members and over 400 PCs on an ongoing basis. At Cornell, PCs are recycled and reused, so Ricky typically transfers 40-50 PCs each year that costs him at least \$12,000 to \$15,000 in productivity and IT costs.

### The Challenge of Replacing Desktops

Prior to using PCmover, Ricky upgraded each PC’s applications and files manually by transferring the data to a network drive. The end user would then have to access their data via the network to retrieve their files and relevant data. This method was highly inefficient and required extensive amounts of network space.

As a result, the replacement process was time consuming and there was no guarantee that all data and applications were successfully transferred to the new machine. To ensure that all data was sufficiently recovered, the IT staff was required to save the old PC for 30 to 60 days and it became an inventory challenge for IT staff to make an efficient upgrade schedule. After each transfer, end users would need assistance in locating data on the network and setting up their new pc, taking time away from other IT staff responsibilities. The unreliable method of transferring programs manually was more than frustrating; it was expensive with IT and lost productivity costs of at least \$300 per PC or \$13,500 for 45 PCs.

### The Solution

Using PCmover, Ricky and his staff are able to concentrate on critical IT tasks instead of being forced to watch the migration process for each PC being replaced. They are able to initiate the migration on one PC, leaving the PC to run as they start the next. This new process means that the Athletic Department can migrate many PCs at once, leaving PCmover to run unattended saving time for the staff. Since the implementation of PCmover, migration wait times are eliminated and IT personnel are able to efficiently schedule PC upgrades while also being able to focus on critical IT responsibilities.

Knowing that all the applications, documents and settings will migrate brings peace of mind to Ricky’s IT staff. This means a smooth upgrade for the end user – no missing documents, no lost settings and no searching for discs. Helpdesk issue based calls are also virtually eliminated since end user familiarity with the old machine transfers completely. PCmover means happier end users, a relaxed IT environment, and a more efficient upgrade process for Cornell University.

### The Impact

- Cost reduction of \$13,500 to migrate 45 PCs.\*
- Time savings of at least 135 hours for 45 PCs\*\*
- More quick, efficient and reliable migration of programs and applications
- Helpdesk calls are eliminated since end users are already familiar with the data and applications set up on their new machine

\* Cost savings are estimates only, resulting from both hard and soft dollar savings captured when using PCmover in the PC replacement process. Hard and soft dollar savings evaluating the impact to support staff and end user downtime, as well as, costs of professional services, software licensing, and storage fees.

\* Calculated by multiplying number of PCs upgraded by the cost of \$300 to upgrade per PC

\*\* Time savings calculated by multiplying 45 PCs by 3 hours saved per PC.