

PCmover®

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

laplink
connect your world®

www.laplink.com
1-800-LAPLINK // press@laplink.com

Case Study

Objective: Enterprise PC Migration
Client: State of Idaho, Dept. of Health & Wellness
Barry Crane, IT Helpdesk Coordinator



“ I was quite skeptical that this type of solution would be workable due to the amount of non-standard custom software we have on our 3,000 desktops, but after evaluating PCmover within our environment, we see it becoming a strategic part of our upgrade activities. Using PCmover will help us save at least a couple of hours per PC, and has eliminated the help-desk calls we used to receive. The Laplink corporate sales team was tremendous throughout our evaluation process. They provided us with a evaluation copies and made time for several conference calls to understand our needs and make sure PCmover would assist us with our migration needs. We felt very comfortable after that process in selecting PCmover to help. ”

Barry Crane
IT HelpDesk Coordinator

The State of Idaho Department of Health and Wellness

The State of Idaho Department of Health and Wellness is a government organization dedicated to promoting and protecting the health and safety of all Idaho residents. The department handles a variety of cases: everything from general health to Medicaid, job training to child protection services, and disease prevention to reproductive health. Last year, the State of Idaho served nearly 340,000 individuals. The department uses approximately 3,000 PCs across seven regional centers, and replaces about 1/3 of them each year. As a result an upwards of 900 PCs are to be upgraded annually; each with sensitive, confidential data, unique software applications and hundreds of individual settings per PC.

The Challenge of Replacing Desktops

Prior to using PCmover to facilitate their upgrade challenges, the IT department migrated software from each PC manually using Remote Desktop. Each application was manually reinstalled from a remote location. All “non-standard” software was left to be reloaded by the end user or IT helpdesk professional. These migrations were time consuming on multiple levels. They required the IT staff members to spend their precious time babysitting the manual re-installation process on non-standard applications. End users were then tasked with reconfiguring their personal settings and preferences taking time away from their daily responsibilities. Even after all this work, the majority of end users would still need to make numerous calls to their IT helpdesk support staff to address setup issues. Every PC that needed to be manually migrated resulted in two to three hours in lost productivity.

The Solution

Laplink worked with the Idaho Department of Health and Wellness to understand their needs and recommended PCmover as the optimal fit for their PC replacement needs. PCmover provides Barry Crane, IT Helpdesk coordinator and his technicians a solution which enables them to quickly and easily set up new PCs. Using the program, migrations are far less time consuming and post-migration helpdesk calls are virtually eliminated. Because Laplink also offers a one year enterprise site license of PCmover, the Department was able to purchase this license and perform the migrations they needed at an even lower price. PCmover not only is able to ease the migration process for end users and IT support, but also saves in costs for the company.

The Impact

- Total cost reduction to migrate 900 PCs is \$189,000*
- Help desk calls were reduced from 30 calls to one in every 10 PCs migrated.
- Time savings of two to three hours of IT staff time per migration, a total of at least 2700 hours saved.**
- Reduced stress and frustration caused during PC migration process.

* Cost and time 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 average cost saving of \$210 per computer by 900 computers.

** Calculated by multiplying 900 PCs by 3 hours saved.