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How to make your Win 10 migration painless

In 2016, Dell's leadership set a goal: enterprise-wide migration to Windows 10 by the end of 2017. To date, the company has transitioned more than one hundred thousand users and was on target to reach 100% by year's end*. During the process, Dell's IT learned a lot about the migration journey. To help your business, we had JP Glick, Dell IT Director, answer ten frequently asked questions that will guide you through the process.

How do you migrate remote employees?

The key for remote migrations—and all the migrations, really—is finding a strong self-service data migration solution. You want one with easy data backup and storage, as well as one easily accessible and managed by IT and security. If you don't provide users with an easy, intuitive solution they will find their own and open your environment to security risk and data loss.

If being physically present in the office is impossible, offer a memory stick or remote download process for self-installation. For those who require more technical assistance but can't come in, make loaner systems available for swap out.

How do you limit "Bloatware" on Windows 10?

To make day-to-day use more intuitive, structure the applications presented in the Start menu for a curated experience that best fits the work style of your users.

How do you avoid issues with 3rd party encryption software?

We engaged early and directly with our 3rd party software vendor to develop a supported solution for the new servicing model. By selecting a vendor that is capable of supporting the speed of WaaS, you can also head off potential issues in this area.

What do you use as standard RAM for Windows 10 clients?

Although Windows 10 is more efficient than previous OSes, IT professionals must always be forward-thinking and planning for future needs. With the rise in 4K displays, intelligent docking stations and a planned move to software like Office x64, we are moving to 16GB as a standard.
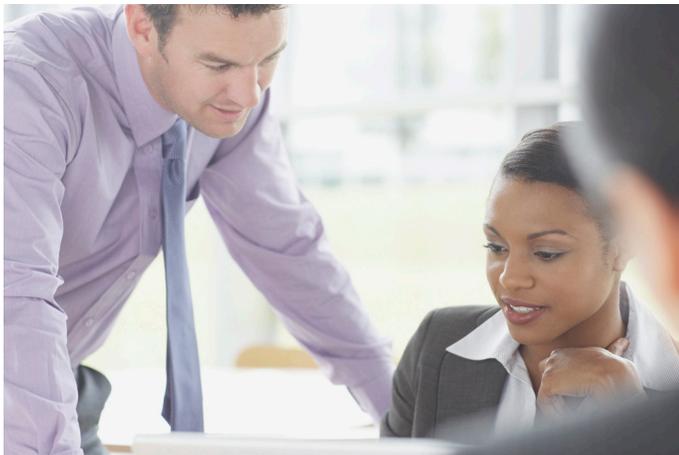
*Based on Dell internal analysis, December 2017

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How do you use VDI (Virtual Desktop Interface) versus a physical environment?

We use VDI to test our core business-essential applications to ensure they are ready for each new build of Windows 10. We use physical systems in a lab when we're building our image and when we're testing our security and IT core applications. We test across all our supported models to make sure we produce high-quality, fully-tested scenarios for all our systems.

What are the benefits of using Long Term Servicing Branch (LTSB)?

We are using LTSB (now referred to as the Long-Term Servicing Channel or LTSC) only for systems that run mission critical manufacturing processes which is a subset of our Windows footprint. Critical systems like ATMs, medical equipment, and PCs that control machines on a factory floor don't need the newest features, they need long term stability.

What's the best browser for Win 10?

In our experience, Edge, Chrome and Firefox are among the best browsers and work well with Windows 10 while delivering a great browser experience that users demand. Dell works with developers to remove the legacy web dependencies that were built into our web applications over time and we encourage them to develop using modern web standards that work across all the major browser platforms.

How is Dell using AirWatch?

We are currently piloting AirWatch on our Windows 10 devices and are planning an approach to "co-manage" our devices with the existing enterprise toolset. We will then transition specific client management payloads and target certain use cases like remote team members until we can remove all legacy toolset dependencies.

What type of training do you provide for users?

We have found that because many of our users are already using Windows 10 at home, there has been less requirements for training. When we have training requests we point to standard Microsoft training modules and/or the tips and training built into Windows 10.

Is migration worth the cost?

We have seen several key benefits in moving to Windows 10 that have made the migration worth the cost for us. The security capabilities are significantly enhanced, training costs are low, continuous delivery of new features is valuable.

If you have more questions about your company's Win 10 Migration, speak to a Dell Representative.

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