



# WINDOWS 11 MIGRATION

June | 2023



# WHY DO YOU NEED WINDOWS 11?



## EMPLOYEE EXPERIENCE

Delivering exceptional employee experiences that ensure people are productive, and that the best talent is retained is critical to the future success of any business organization.



## TRANSFORMATION

Our work styles have transformed. And now more than ever, employees need simple, intuitive user experiences to collaborate and stay productive, wherever work happens.



## GROWTH

The expansion of both remote and hybrid workplaces brings new challenges and opportunities for employees to communicate, learn and grow.



## SECURITY

We also understand how crucial security is right now. In times of remote working, perhaps more than ever before companies need to be sure of the safety of their data.





# WHY YOU SHOULD UPGRADE TO WINDOWS 11 – KEY FEATURES



## SECURITY

- Zero Trust principle,
- Chip-to-cloud security,
- Compatibility with Microsoft Intune and Azure Active Directory out of the box,
- The capability for IT Administrators to easily customize Windows 11 according to specific user and policy requirements for access, privacy, compliance, and more,
- Built-in safeguards for users, with an emphasis on hardware-based security,
- The integration of hardware and software to protect the operating system,
- The inclusion of virtualization-based security (VBS) and Secure Boot by default on new CPUs.



## TECHNOLOGY

- Integrated Android applications
- Improved multiple desktop support
- Power Automate
- Direct Integration of Microsoft Teams
- Customization of virtual desktops
- Auto HDR
- DirectStorage Technology



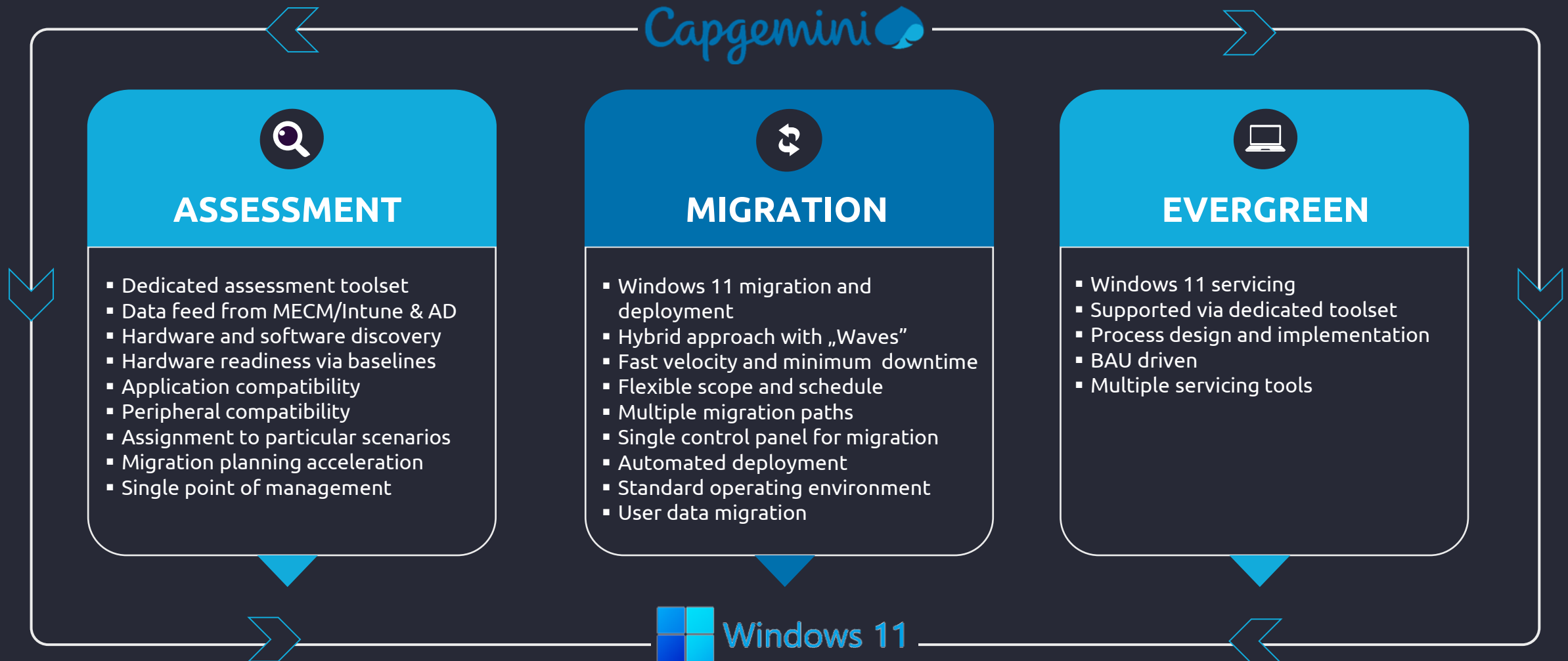
## END USER EXPERIENCE

- New user interface
- Centered Start Menu
- Multitasking
- Snap Layouts and Snap Groups
- Improved collaboration experience
- Comprehensive Widgets pane



# WINDOWS 11 MIGRATION OVERVIEW

To address any potential scenario which customers would be willing to explore with regards to Windows 11 Capgemini proposes 3 major solutions, which can be targeted for various clients, depending on their business strategy and technological and procedural readiness.

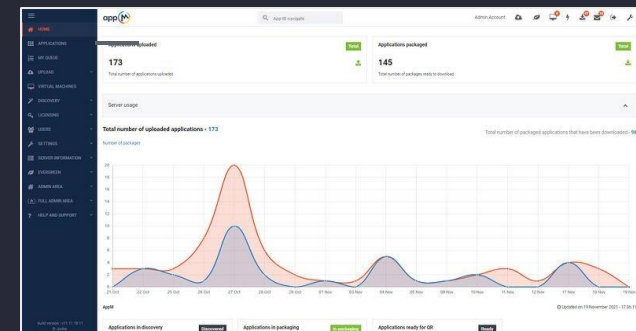
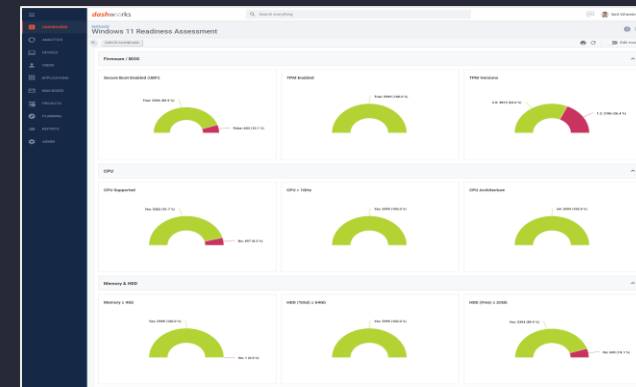
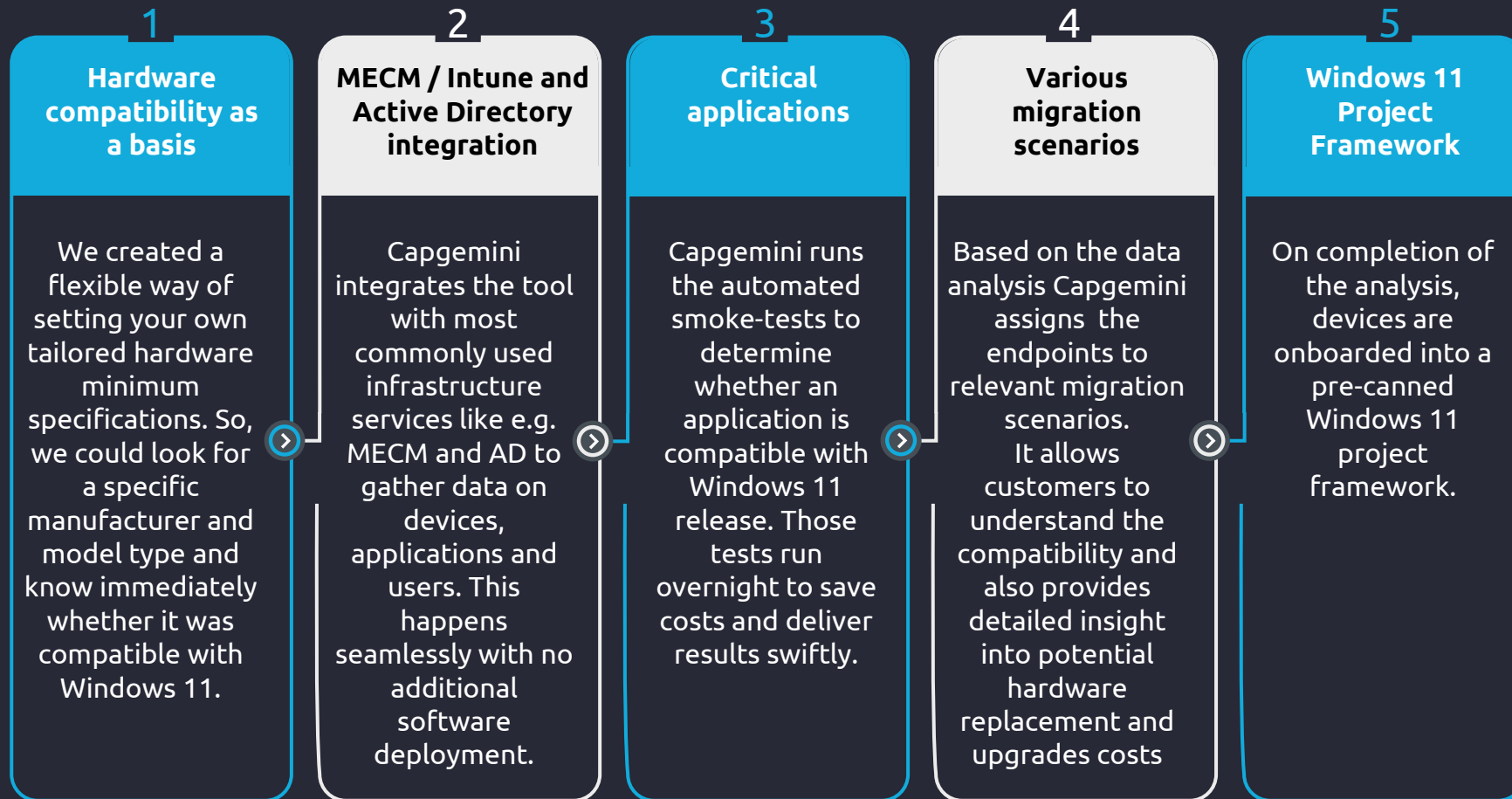






# QUICK WIN WITH THE PRE-DEFINED ASSESSMENT

Capgemini offers a pre-packed assessment service which includes a set of tasks focused on the main points that have impact on the future OS migration strategy. The service is orchestrated by a dedicated tool which accelerates all underlying processes and tasks. The tool offers extended management, communication and reporting capabilities which can be furtherly used when undertaking a full-scale migration project.



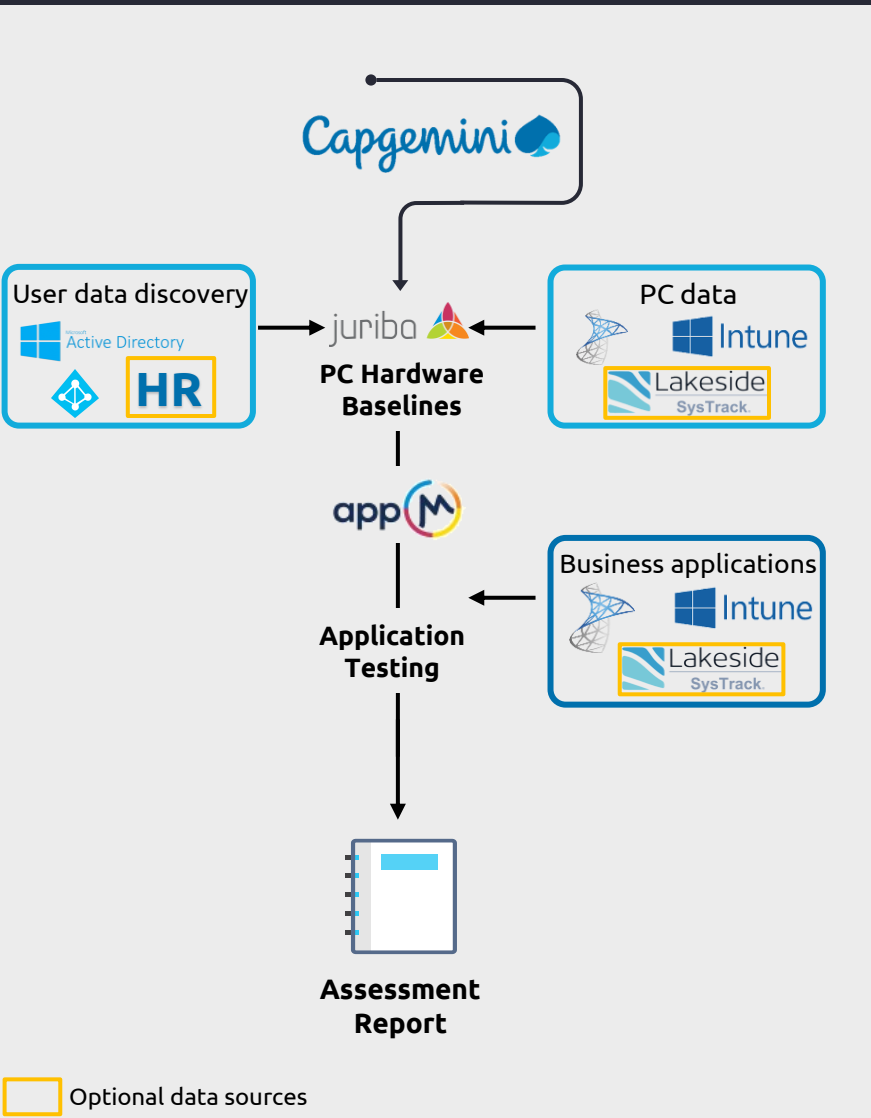
step 5

# PRE-DEFINED ASSESSMENT



The following are examples of the key elements of **Windows 11 Pre-Defined assessment**

- **Capgemini toolset** including data warehousing platform and software compatibility tool, allowing to automate the entire assessment process
- **Data feed from multiple sources** including System Center Configuration Manager and Active Directory
- **Hardware compatibility rules** based on Microsoft baseline, to be modified as per Customer's detailed requirements
- **Application compatibility** determined by performing automated 24/7 smoke tests, with critical applications checked against default or custom Win 11 image
- **Assignment to migration scenarios** allows to understand how the potential Win 11 migration will be executed for users or users' groups
- **Assessment Report** outlining the context and final results of the assessment, allowing customers to evaluate their Windows 11 readiness



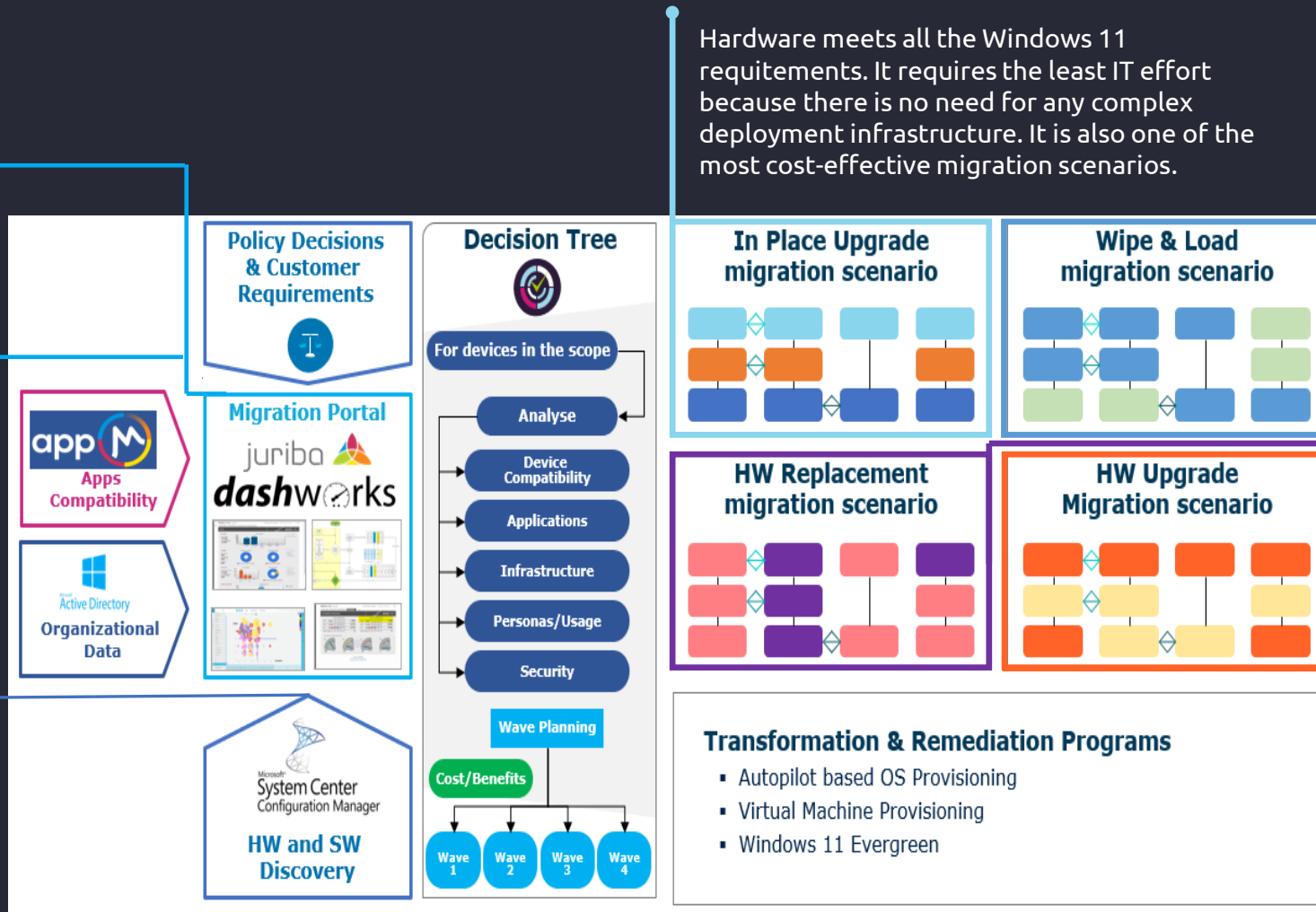
# PROVEN OS DEPLOYMENT / OS MIGRATION APPROACH



**Self-Service Migration Portal** provides self service capabilities for automation that is a key part of a modern workplace

**Dashworks** is a software product that helps enterprise organisations manage the operation and transformation of their desktop environment from one central, always up-to-date command & control centre.

**Microsoft Endpoint Configuration Manager / Intune** is a standard for deploying and managing Windows operating systems. It also installs the applications onto a server or client system, and keeps the system patched and updated.



Hardware meets all the Windows 11 requirements. It requires the least IT effort because there is no need for any complex deployment infrastructure. It is also one of the most cost-effective migration scenarios.

PC must meet all the criteria except the hard disk free space or a supported Windows version. User data and settings are backed up and restored later as part of the deployment process.

PC hardware is not meeting the criteria. Migration to W11 and simultaneous computer replacement. The data will be transferred to a new W11 device.

PC where compatibility can be restored by upgrading the hardware for example RAM and Storage can be upgraded and thus the compatibility against Windows 11 can be restored.

## Transformation & Remediation Programs

- Autopilot based OS Provisioning
- Virtual Machine Provisioning
- Windows 11 Evergreen

# OS MIGRATION - PROJECT PHASES



## KICK-OFF

1. Scope freeze
2. Establish governance
3. Establish Acceptance Criteria
4. Agree on Reporting
5. Gain access to Client's infrastructure



## ASSESSMENT

1. Install Capgemini's toolset and data feeds
2. Hardware and software discovery
3. Hardware readiness via baselines
4. Applications compatibility
5. Peripherals compatibility
6. Infra Assessment
7. Plan waves



## WAVES

1. Wave specific Applications testing
2. Wave "Design & Build,"
3. Testing and Refinement
4. Deployment
5. Lessons Learned & Continuous improvement for further waves
6. Hypercare
7. OPTIONAL Digital Adoption
8. Waves adjustments



## CLOSEDOWN

1. Global lessons learned
2. Project summary
3. Handover to Operations





# COMMUNICATIONS PLAN & TEMPLATES

As a part of the project plan, Capgemini offers communication plan together with email communication templates and useful materials which will help end users stay well-informed at each stage of migration to Windows 11.

## Communications materials

- Communications plan
- E-mail templates
  - Basic intro/final communication
  - End-user migration communication
- HTML master template
- FAQ and Windows 11 materials from Microsoft

## Our communications approach:

### Awareness Building (pre-migration)

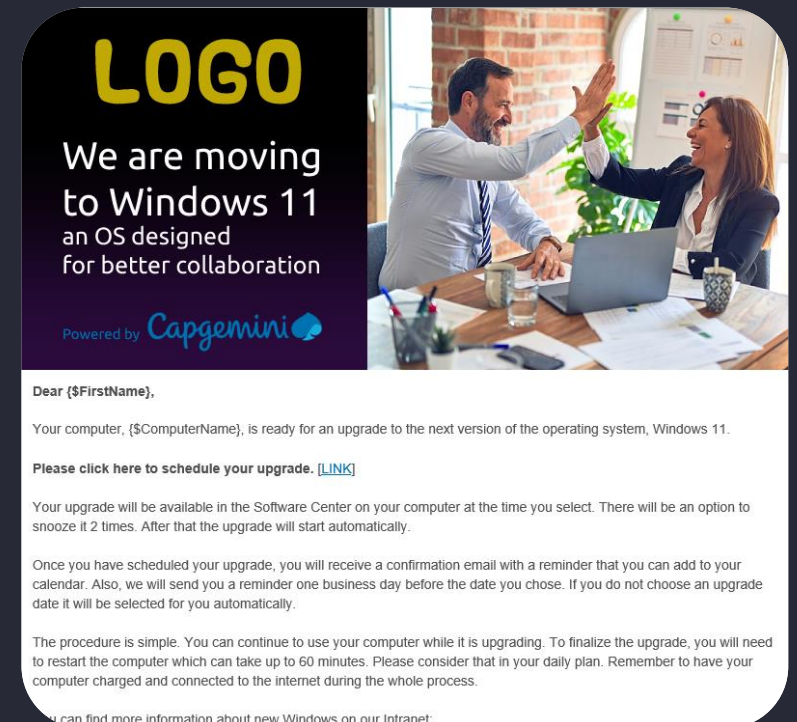
- Organizational Change Management communications is not in a scope of this project, yet we recommend an OCM activities based on client's own set of channels and resources to make sure employees will be fully informed about the change. We are more than happy to provide this service the client.
- In this project we propose one generic pre-migration message to all employees

### End-user migration communication

- Our approach provides three migration scenarios that can be implemented in the waves.
- For each scenario we propose dedicated end-user e-mail communications

### Post-migration communication

- A summary e-mail with migration numeric details



Example of T-14 End-use communication



# WINDOWS EVERGREEN SERVICE

The following are examples of the servicing tools available to manage Windows as a service updates:

- **Windows Update (stand-alone)** provides limited control over feature updates, with IT pros manually configuring the device to be in the Semi-Annual Channel.
- **Windows Update for Business** this tool includes control over update deferral and provides centralized management using Group Policy.
- **Windows Server Update Services (WSUS)** provides extensive control over Windows 11 updates and is natively available in the Windows Server operating system.
- **Configuration Manager (previously SCCM)** provides the greatest control over servicing Windows as a service. IT pros can defer updates, approve them, and have multiple options for targeting deployments and managing bandwidth usage and deployment times.
- **Microsoft Endpoint Manager (Intune)** allows to roll out feature upgrades in a managed way, by deploying them to endpoints enrolled to Intune.

## KEY CAPABILITES



All the upgrades kept as automated as possible.



Maximizing value by making small, iterative and continuous changes to the technology



Delivering an end-to-end procedure

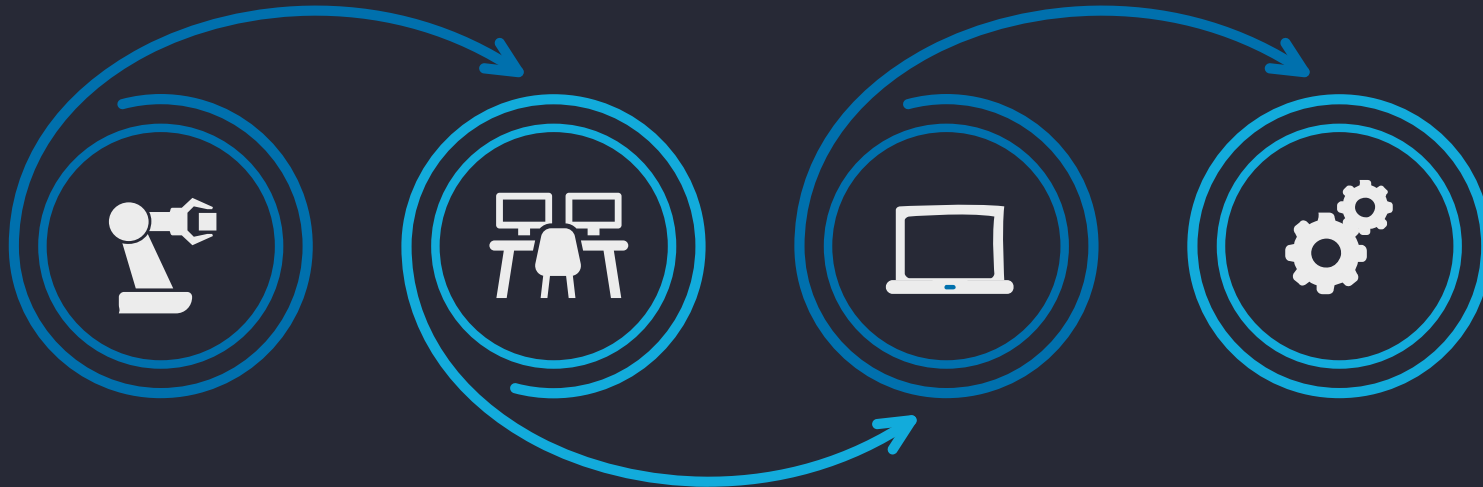


Ensuring Windows servicing is coherent



Delivery without any business disruptions.

# INDUSTRY STANDARDS AND TOOLS



## CONFIGURATION MANAGER

Industry standard for  
deploying and  
managing Windows  
operating systems

## ENDPOINT MANAGER – INTUNE

Enables to choose  
devices, unify  
management  
infrastructure, and  
simplify IT  
administration.

## APPM BY JURIBA

Allows to streamline  
application testing and  
packaging

## DASHWORKS BY JURIBA

Helps to manage the  
operation and  
transformation of  
desktop environment



# BENEFITS



## FAST AND RELIABLE ASSESSMENT SERVICE

Capgemini delivers an advanced Windows 11 Assessment service which provides customers with a complete insight into their hardware and software with optional organizational information layers for easy and quick project scoping.

Windows 11 includes the new level of interoperability with Teams and so it makes it easier for end users to meet virtually and run group projects and initiatives.

## COLLABORATION AND PRODUCTIVITY

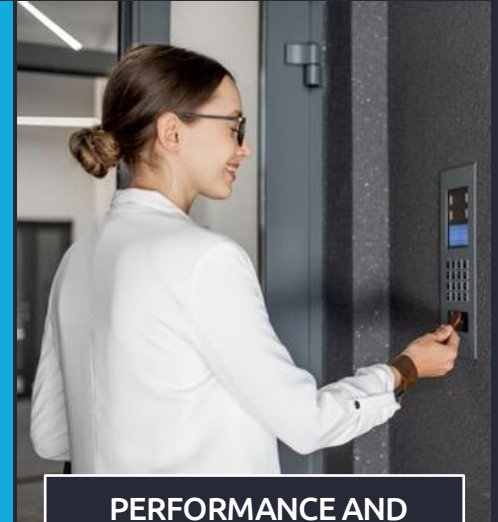


## FOR PROJECT DELIVERY

Capgemini has proven its expertise in end user transformation at hundreds of successful client engagements worldwide, and we are uniquely qualified to help customers enable their own course to the great user experience.

By automating the assessment and migration processes from project command and control perspective Capgemini eliminates all the tedious and labour-intensive manual tasks that take forever, are frustrating to complete, and usually are exposed to human error.

## LOWER PROJECT COSTS THANKS TO AUTOMATION



## PERFORMANCE AND SECURITY

Windows 11 has new protections added at a hardware and cloud level to ensure company assets remain secure. It is expected to deliver the fastest boot times, quickest ways to authenticate and improved web browsing experience. Reportedly it also uses less energy which should translate to longer battery life..



# NEXT STEPS



Contact Capgemini to schedule the series of workshops focusing on:

- Next Gen Endpoints Overview
- Windows 11 Enterprise Overview
- Windows 365 Overview
- MEM Overview

Initiate engagement with Capgemini to evaluate your requirements and define scope and success criteria

Assess your environment to get a clear understanding of the available migration paths and plan the migration waves

Allow Capgemini to swiftly transform your environment to Next Gen Windows



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## About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 360,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2022 global revenues of €22 billion.

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