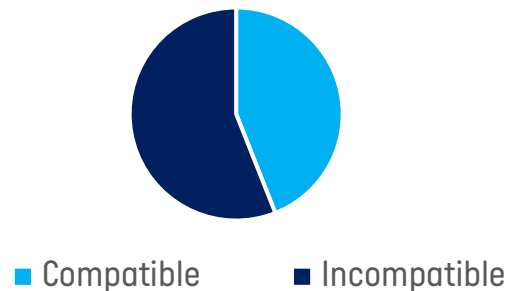## THE CHALLENGE

In October 2025 Windows 10 will be End of Life and all organisations will need to have upgraded to Windows 11.
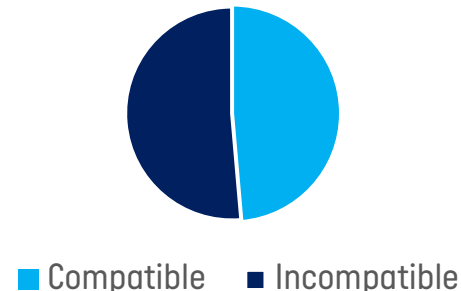
Device Compatibility

That may seem straightforward but not all devices that run Windows 10 will run Windows 11. More modern hardware is needed to run Windows 11 in a supported way: devices must have TPM 2.0 chips and they must have modern CPUs. According to a Lansweeper audit of 30m devices across 60k organisations **over 50% of devices will have to be refreshed**

CPU Compatibility

■ Compatible ■ Incompatible

TPM Compatibility

■ Compatible ■ Incompatible

Application Readiness

It isn't just hardware that needs to be considered. Real-word experience shows that even with new Feature Releases, business critical applications don't always work without remediation. Data from Camwood suggests that 5% of applications will need to be remediated and they tend to be the most important ones to the smooth running of customer businesses.
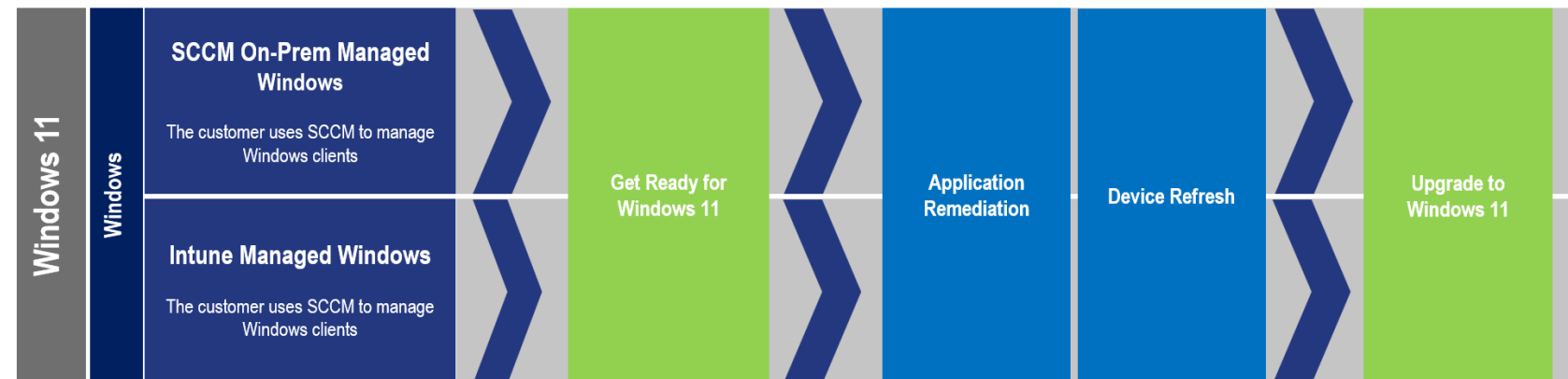
Team Readiness

By providing a real-world picture that combines device compaibility and application readiness in one place that is organised around customer teams, such as HR, Developers or Finance, we can help customers prioritise their migration plans,. identifiy candidates for a Windows 11 pilot, pinpoint areas of their organisations with the biggest challenges and enable a migration project to kick-off without having to wait for the entire end-user estate to be ready.

SERVICE OFFERING

We've partnered with Camwood to build our 'Get Ready for Windows 11' service and we think it's a must-have for any enterprise customer with a large Windows device estate. Using Camwood's new Infinity Evergreen platform our service audits the hardware specification of all the managed Windows devices in a customer's estate, detects all running applications and tests the real-world compatibility of those applications with Windows 11 as it applies to each customer's specific environment, using real customer build images. Our service is available to customers who are using SCCM, Intune, or a mix of both.

A key part of the service is then bringing all that data together into usable dashboards that we then use in an Action Plan workshop to help customers gain a deep understanding of their specific challenges, prioritise their focus and plan out next steps. Whether that means looking at flexible options for device refresh, solutions to modernising applications or planning an evaluation and deployment timeline as part of our 'Upgrade to Windows 11' service.

Windows 11	Windows					
		SCCM On-Prem Managed Windows The customer uses SCCM to manage Windows clients	Get Ready for Windows 11	Application Remediation	Device Refresh	Upgrade to Windows 11
		Intune Managed Windows The customer uses SCCM to manage Windows clients				

THE BIGGER PICTURE

'Get Ready for Windows 11' is one of our new Modern Transformation services, it can be offered in a number of ways but it should normally be offered as a forerunner to the 'Upgrade to Windows 11' service:

- As a standalone service
- Bundled with our '**Upgrade to Windows 11**' service
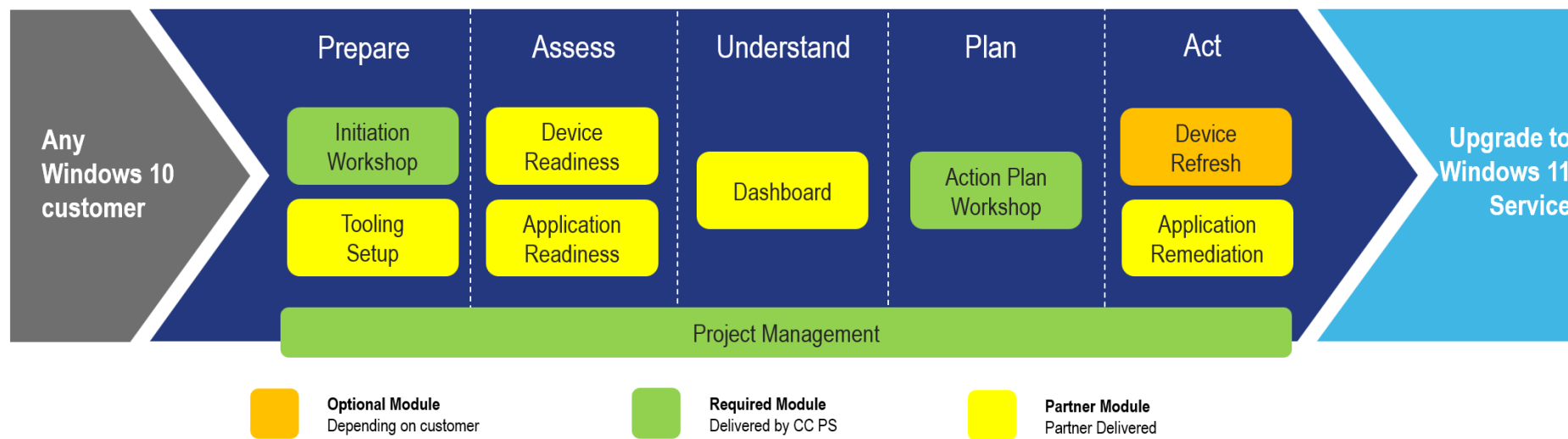- As an output from our '**Workplace Modernisation Assessment**'.

OUR APPROACH

The service runs in five stages as shown below:

Following an initial workshop and setup of the Infinity cloud-based tooling in the 'Prepare' stage, Device Readiness and Application Readiness from across the customer's Windows estate is assessed in the 'Assess' stage.

During the 'Understand' stage a number of dashboards and data views are then used by consultants to interpret the assessment results. Those results are then presented in an easy to consume format during the 'Plan' stage, where an Action Plan is formulated and next steps defined.

Typically this will lead to follow-on activities such as Device Refresh and Application Remediation.

Any Windows 10 customer	Prepare	Assess	Understand	Plan	Act	Upgrade to Windows 11 Service
	Initiation Workshop	Device Readiness	Dashboard	Action Plan Workshop	Device Refresh	
	Tooling Setup	Application Readiness			Application Remediation	
	Project Management					

Optional Module Depending on customer
Required Module Delivered by CC PS
Partner Module Partner Delivered

OUR RELATED SERVICES

Our Windows 11 services form one stream in our wider set of integrated transformation services and linked Managed services:

Transformation Services

Endpoint Modernisation | Hybrid Meetings | Workplace Security | Cloud Desktop Virtualisation

Managed Services

Endpoint Management | Managed EDR | Managed MTR | Managed Cloud Desktop

OUR ACCREDITATIONS

Microsoft Partner

Gold Enterprise Mobility Management
Gold Windows and Devices

To understand more about how Computacenter is delivering Microsoft Endpoint Modernisation Solutions please contact your Computacenter Account Manager, call **01707 631000** or email **enquiries@computacenter.com**

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