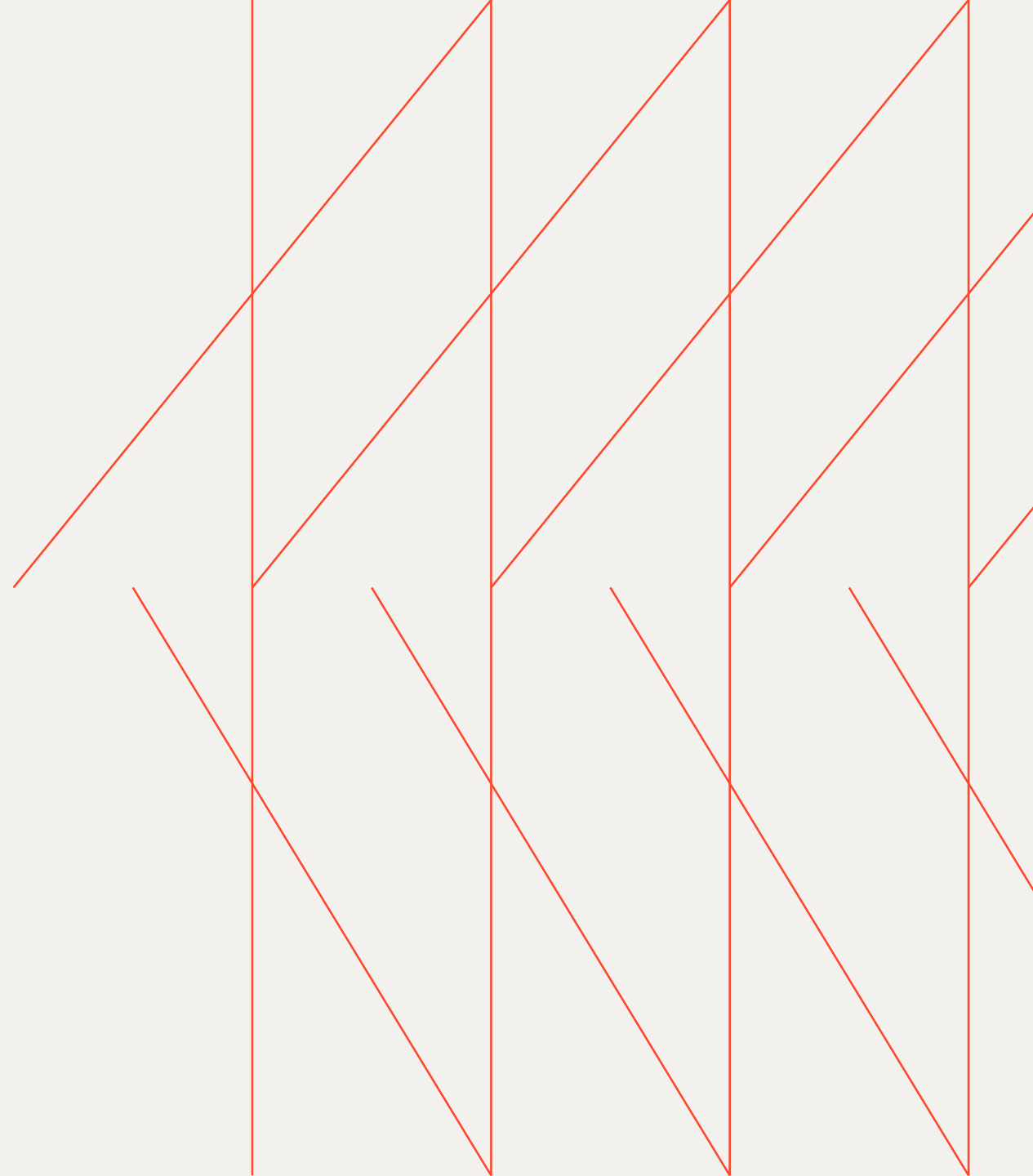


kyndryl™

Windows 11 Migration Services



Windows 10 Extended Security Updates (ESU)

Microsoft have announced an **Extended Security Updates** program for Windows 10

1. Pricing for Windows 10 ESU was announced on April 2nd 2024, and is more expensive than they were for Windows 7
2. Same pricing regardless of Windows 10 edition, with 25% discount pricing for Cloud (Intune) management
3. ESUs are not a permanent or long-term solution, and should be considered as a three-year extension and stop-gap measure to address lingering problems
4. ESUs address security issues, but will not address non-functional upgrades/improvements/fixes
5. ESUs could impact the functionality of applications installed on Windows 10, with no guarantees that app developers will continue to support Windows 10 application versions beyond EOL

ESU Costs for Windows 10

<u>Duration</u>	<u>Cost (Traditional)</u>	<u>Cost (Intune)</u>
1 Year	\$61 / device	\$45.75 / user*
2 Years	\$122 / device	\$91.50 / user*
3 Years	\$244 / device	\$183 / user*

ESU Costs for Windows 7

<u>Duration</u>	<u>Cost (W7 Pro)</u>	<u>Cost (W7 Ent)</u>
1 Year	\$50 / device	\$25 / device
2 Years	\$100 / device	\$50 / device
3 Years	\$200 / device	\$100 / device

Client Estimated Extended support costs

For 35,000 Win10 devices, the following costs for ESU will apply:

- Year 1: \$2,135,000
- Year 2: \$4,270,000
- Year 3: \$8,540,000



Windows 11 Readiness Assessment

Kyndryl leverages a standardized methodology to understand a client's readiness for Windows 11

Phase 1 - Assess

Understand current state (including People, Process and Technology)

- Discovery data for devices and applications data from available toolset
- Discovery data for supporting infrastructure
- Conduct workshops with support teams to understand readiness of support teams to support Windows 11
- Capture workforce readiness for Windows 11 use

Phase 2 - Analyze

- Current State Analysis
- Document current state
- Validate findings with client teams to ensure accuracy and assumptions, make corrections and understand future state aspirations

Current State Analysis



Target State Aspirations

Phase 3 - Recommend

- Windows 11 Readiness Assessment report
 - Roadmap and recommendations
 - Hardware readiness
 - Application Compatibility
 - High-level solution
 - Risks & proposed mitigation
 - Estimated migration timeline and costs



Windows 11 Migration Services

Kyndryl leverages a standardized methodology to migrate clients to Windows 11

Phase 1 – Assess Current state

- Hardware and application compatibility
- Environmental & Infrastructure Readiness
- End User / Enterprise Readiness
- Security Readiness
- Overall Risk Assessment

Phase 2 – Plan The migration strategy

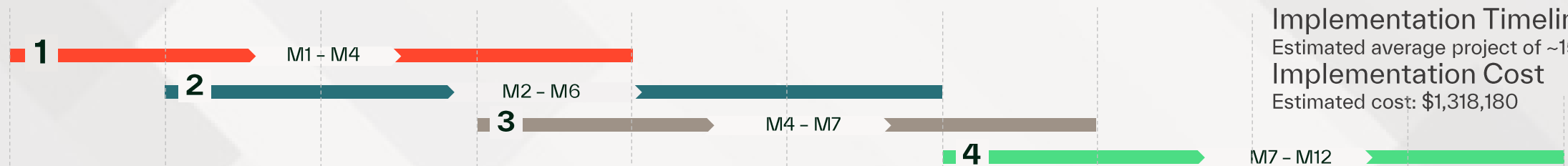
- Timelines & Project Plan/Schedule
- Risk Planning
- Communication Cadence Planning
- Upgrade Vectors Planning
- Hardware Upgrade Planning
- Environment / Infrastructure Update Planning
- Application & Compatibility Testing / Planning
- Deployment Planning
- Service & Support Planning
- Maintenance & Servicing Strategy Plan

Phase 3 – Execute Develop, Validate, Implement and Deploy

- Environmental / Infrastructure Update Implementation
- Develop & Implement Windows 11 Updates & Rollbacks
- QA Testing
- Readiness for Service Desk, Deskside support teams
- Pilot Deployment & Monitoring
- Pilot Issue assess & remediate
- Production Deployment & Monitoring
- Production Issue assess, remediate & improve
- Post Deployment Review, Assessment, and next steps

Phase 4 – Support During and after deployment

- Hypercare post deployment
- Fixed period (project)
- Ongoing (managed service)
- Support issues & remediation
- Ongoing fixes and updates



Implementation Timeline

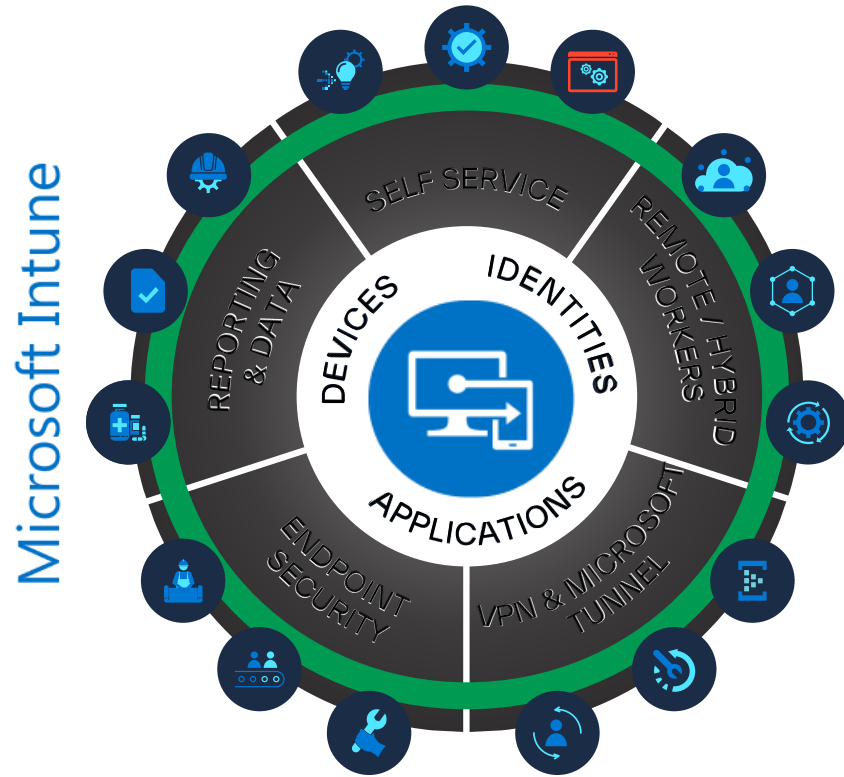
Estimated average project of ~15k devices

Implementation Cost

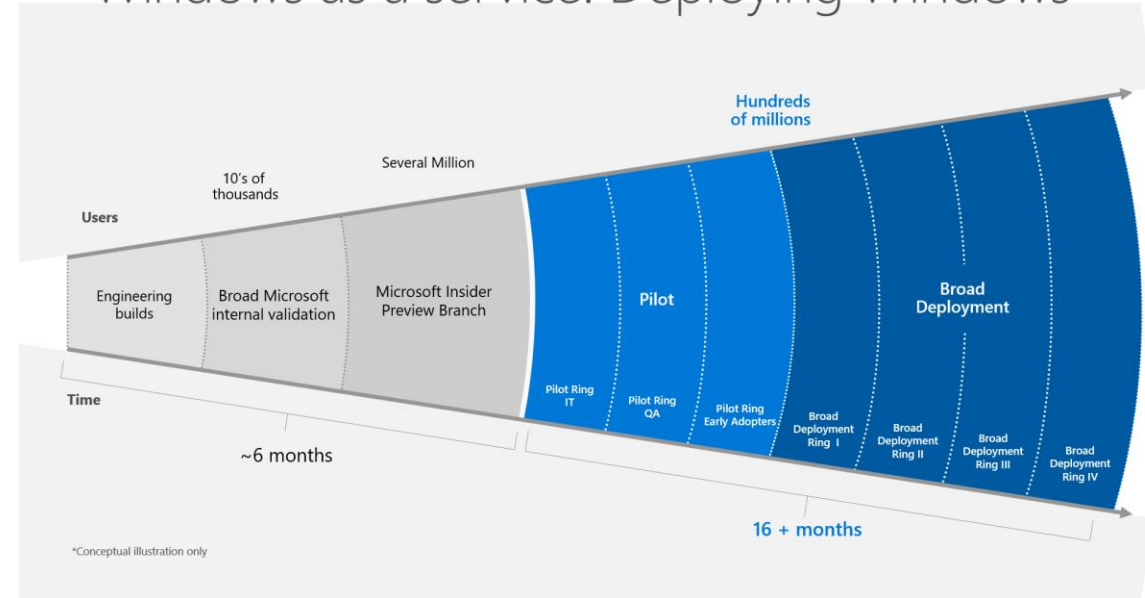
Estimated cost: \$1,318,180

Modern Endpoint Management

Modern Endpoint Management (MEM) is crucial for maintaining evergreen client operating systems.



Windows as a service: Deploying Windows



Centralized Management

MEM provides a unified platform to manage devices, applications, and security policies. It streamlines updates, patches, and configurations across the organization

Application Management

Streamline app management by providing an integrated app lifecycle management. Create app protection policies, and manage app access and data

Cost Efficiency

MEM reduces IT workload, lowers support costs, and prevents downtime due to outdated OS versions

Security Enhancements

MEM integrates with security tools, enforcing policies, detecting threats, and responding proactively. Regular updates keep security defenses robust

User Experience

Evergreen systems offer better performance, stability, and features. MEM ensures seamless updates without disrupting user productivity

Automated Updates

MEM automates OS updates, ensuring devices stay current. This reduces manual intervention and minimizes the risk of running outdated systems

Impact of not acting

Failure to migrate from Windows 10 to Windows 11 by 2025 can have significant consequences

User Experience



- Increased complexity in managing multiple client operating systems
- Downtime and Productivity Loss: Unsupported systems may experience unexpected issues, leading to downtime and reduced productivity
- Windows 10 22H2 is the last feature update
 - No further investments in improving Windows 10
- Application Compatibility: As Windows 10 becomes outdated, compatibility issues may arise with newer software and hardware.
- Legacy Hardware and Drivers: Unsupported hardware and outdated drivers can lead to stability and performance issues.

Security & Risk



- Security Vulnerabilities: Hackers actively target unsupported systems
- Data Breaches: Unpatched security flaws can lead to data breaches, compromising sensitive information. This risk is especially high for organizations handling customer data or financial records
- Compliance Issues: Regulatory compliance requirements often mandate using supported operating systems. Running an unsupported OS may result in legal and compliance challenges.
- Extended Support: ESU only extended for 3 years post October 2025
- Underlying vendor software may not be supported on older platforms, or new features may not be available.

Financial



- Extended Security Updates (ESUs): To remain secure, users must pay for ESUs. The pricing starts at \$61 per device for the first year, doubling to \$122 for the second year, and reaching \$244 for the third year
- Increased cost to each business unit per device for the ongoing management of ESU endpoints
- The cost of migration increases as time goes on and new software applications are built around an older unsupported system, moving quickly and evergreening means reducing the cost of change.
- Impact on productivity can carry significant financial impact as well