CODE42

Using Code42 to Perform a Windows Device Migration

Situation

Device migration is a constant undertaking in the enterprise, driven by the routine refresh of outdated hardware, replacement of damaged devices, data recovery from ransomware, and OS version updates.

While device migration is common to all businesses, migration strategies are not one-size-fits-all. Some organizations offer white-glove service to their users, while others favor a self-service approach to device replacements. In both instances, Code42 provides customers with a reliable way to protect and transfer data and user profile settings while reducing IT and user impact.

Solution

Code42 offers a seamless device replacement experience in which IT or end users can follow a simple process to transfer both data and user profile settings to a new Windows device.

1. Prior to migration, verify the current device has recently completed a full backup of both data and Windows user profile settings (.XML files).

2. Provide a new device with the corporate image and Code42 installed.

3. On the new device, log in to the Code42 client application. Code42 will recognize your new device and launch the Device Replacement Wizard.

4. Choose "replace an existing device," and select the name of the device you are replacing.

5. Follow the on-screen prompts to transfer the most recent Windows user profile settings.

6. Follow the on-screen prompts to restore all user files to their original location and folder structures. (This action kicks off the data migration of all user files to the new device.)

7. Continue to use the device while the file transfer completes in the background.

8. Restart the device to apply the Windows user profile settings.

9. Backups will resume automatically and leverage the existing user archive.

10. You're back in business!

CUSTOMER SPOTLIGHT:
Fortune 500 manufacturing company uses
Code42 to migrate 3,000 devices every month

"Our users were pleased this process helped them stay functional. They could keep working or even jump into a meeting with no issues."

Service Delivery Manager
Fortune 500 Company

QUICK FACTS

Fortune 500 company

Completes 3,000 device replacements each month

Before Code42, two-thirds of migrations took between two and seven hours

After Code42, half of data migrations complete in under one hour

Using Code42 to perform data migrations has increased end-user satisfaction by 10 percent

Team
30 IT technicians

Before Code42
This manufacturing company leases its laptops on a three-year cycle. To maintain lease terms, the U.S.-based team refreshes 3,000 devices each month for a total of more than 30,000 a year.

Prior to Code42, the company performed migrations using a homegrown solution that leveraged Windows USMT (User State Migration Tool). This solution enabled transfer of both user profile settings and end-user files to new devices. IT scheduled timeslots for each employee and an IT technician performed the migration at a user's desk. The process drained IT technician and end-user time, and disrupted productivity. Two-thirds of the migrations took between two and seven hours to complete.

After Code42
IT still schedules a timeslot in which to transfer both user profile settings and files, but now greatly reduces time spent. Nearly half of the device replacements take less than one hour to complete. After each device refresh, the company surveys end users to gather feedback on the process. Since implementing Code42, end-user satisfaction has increased by 10 percent. Users appreciate that Code42 migrations allow them to keep working on the device as files transfer.

Conclusion
Nearly 60 percent of customers use Code42 to support their device migration processes.[1] Customers report they've cut migration time from three days to 30 minutes-per-device and shortened project timelines by as many as eight weeks. Using Code42, organizations have a proven way to protect data before, during and after migration without disrupting user productivity.

[1] http://bit.ly/2ffj5fq

FOR MORE INFORMATION: CODE42.COM/CONTACT

CORPORATE HEADQUARTERS | 100 WASHINGTON AVENUE SOUTH | MINNEAPOLIS, MN 55401 | 612.333.4242 | **CODE42.COM**