



Case Notes

Implementing Windows 10

the customer

overview

Customer

A regional water company providing mains water and sewage services

Region

United Kingdom

Industry

Water

Customer profile

A privately held limited water company in the United Kingdom, providing mains water and sewerage services to several English counties. They serve millions of people in both major and rural population areas.



the problem

The water company had been using Windows 7 and began to migrate some of their systems to Windows 8.1. This included a proposed rollout of 3,000 laptops. However, during this process, the company then decided it would be best to deploy Windows 10 instead, due to its stability and positive worldwide reception. This meant the company wouldn't have to upgrade again in a couple of years.

The company had issues with their large contingent of Citirx devices, therefore, it was essential for them to reduce the Citrix footprint in their stations. The water company strived for a clean build which could then prompt a fresh start from the issues they had with previous deployments.

choosing risual

Every company needs reassurance of quality control from a company they can trust. risual's key values - which include integrity and agility - meant that they were a good choice for the water company and the direction that they wished to take.

Having been aware of risual's previous work with the water company on their Direct Access project - which had been a massive success - risual were able to provide an impressive portfolio showcasing how they had successfully completed similar tasks.

risual come with a strong track record, which was cited as a key reason for choosing to collaborate with them by the water company. risual's expertise was known to the company prior to work beginning on the project.

The water company noted how previous deployments had been done by contract staff and as part of their 'clean slate' they didnt want Windows 10 to be built in-house. This then prompted them to contact risual who could look at it with a fresh set of eyes.





planning and aims

risual and the water company were able to work collaboratively in producing a detailed timeline of what they wished to achieve and outlined the times of when they wanted to reach their targets. The company worked closely and intrusively with risual to hit the key milestones that they had both agreed on.

Future-proofing is an important aspect of introducing a new system and the water company emphasised the importance of this. This would ensure their new systems would have the ability to withstand any potential future updates or changes that may affect their new system.

It was essential for the water company to reduce the contamination of the previous systems from spilling over onto Windows 10. This was all part of a radical change at the company that had set out to deploy Windows 10 to several thousand office staff.

deployment and challenges

The 'clean state' mentality driven by the water company reiterated their desire to mitigate any issues from previous deployments.

A clean build was successfully achieved and with minimal contamination from older files onto the new system. This then led to the company being able to open the door to IT policy changes as part of creating their lasting legacy – rather than adopting now defunct approaches from previous builds.

risual delivered to the times that both they and the water company had targeted in their timeline. Devices running on Citrix were reduced, however, it was essential that it remained in some capacity for the company, due to network issues in some of their rural sites. risual and the company secured continuity at the end of the engagement, with both companies working openly and honestly with each other to achieve the objective.

benefits

As hoped for, the water company were able to see clear changes to the system, providing them with a 'clean slate'.

Benefits included:

- The deployment of Windows 10 meant the company were able to achieve big cost savings, which kept in line with their desire of maintaining a cost-effective approach.
- The system had much easier accessibility and along with a single sign on, Windows 10 was a system staff had used on their personal devices, which in turn made the switch easier.
- The company stated that no formal training and only minimal hours were required to train staff on how to use the new system.
- Windows 10 proved to be a much more intuitive system for them than previous builds, with little technical support needed during its launch.
- Rather than pushing people back, like a software overhaul can sometimes lend itself to, staff thought the system was generally much better for them to work on.

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