

# Operating System Upgrades

*Streamlined & Repeatable*



TAILORED, EFFICIENT, PROFESSIONAL  
UPGRADE AND DEPLOYMENT SOLUTIONS

With streamlined, scalable and repeatable processes to deploy the latest operating systems to your end-users, **Essential helps increase their productivity and maximize their satisfaction by mitigating end-user impact.**

## Refreshes

The deployment of new operating systems (OS) into your enterprise environment can put an unnecessary drain on your internal resources.

For more than 40 years, Essential has been instrumental in completing enterprise-wide on-site and remote upgrades for organizations of all sizes.

Using our Managed WorkForce® methodology, Essential's team of highly-skilled project managers and a Preferred Provider Network of 2,000+ certified technicians nationwide, Essential works closely with customers to facilitate the execution of their migration and upgrade strategies.

Over the years, Essential has built an extensive work history and knowledge base of the steps required for successful OS refreshes and upgrades. We also understand that every environment, every update, every upgrade and every customer has unique challenges and requirements.

Our proven methodology allows for flexible, customized refresh solutions guaranteed to meet the exact requirements of your migration strategy.

So, when it's time to upgrade your operating system, partner with Essential to maximize end-user productivity, and increase security and manageability.

## Proof

*In one year, Essential performed OS upgrades at 7,000+ locations for grocery chains, big box retailers, a leading auto services provider and top North American airline*

## Service Differentiators

- » ITIL Continual Service Improvement (CSI) approach
- » 24x7x365 U.S.-Based service desk with immediate access to Tier 3 technical support
- » Coverage in every zip code in the U.S. & parts of Canada through Preferred Provider Network of 2,000+ technicians
- » Average 25,000+ service events per month with 95%+ SLA attainment
- » OEM direct trained experience & robust internal knowledge base

## OS Refresh Overview

- » Verify prerequisites to OS refresh and work directly with the customer to verify device compatibility
- » Develop strategy for deployment, including BIOS/UEFI tuning, user/domain and security updates or modifications
  - » Assess, design, plan, implement, deploy, measure and close
- » Stress test gold image within our lab environment, using customer equipment to ensure success enterprise-wide
- » Assess BIOS/UEFI tuning, user/domain and security updates and other supporting modifications
- » Backup of existing OS image or end-user content using backup drive or media where applicable
- » Remote OS deployment to end-users via remote tools and processes or on-site leveraging our skilled workforce
- » Post-upgrade configuration — user profiles, drive remapping and training — and help desk support with remote support utilizing a secured Bomgar platform