



Windows 10 End-of-Life Upgrade **World Renowned Chicago-Based Academic Medical Center**

Case Study

Overview

PSM Partners, with their expertise in project and staffing requirements are well-equipped to understand and cater to your resource needs at all levels.

Our client, a prestigious Chicago-based academic medical center is currently seeking to upgrade their environment to Windows 10 and has an urgent requirement for multiple resources.

By leveraging our knowledge and experience, PSM Partners can efficiently identify and provide the right professionals to fulfill these needs, ensuring a seamless transition to the new operating system.

Challenge

The renowned Chicago Medical Center celebrated for its pioneering research and exceptional medical services, faced a daunting obstacle. With a workforce of 13,000, the institution upheld a steadfast commitment to excellence and industry standards.

However, the looming end-of-life (EOL) support for Windows 7 posed a critical threat, jeopardizing operational continuity and compliance protocols. Despite rigorous efforts spanning two years and involving numerous vendors and experienced project managers, the organization struggled to maneuver through the intricate technological landscape within the designated timeframe.

Solutions

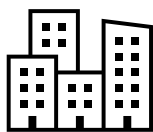
PSM's Deployment Services team stepped in with a tailored solution, executing a seamless Windows 10 refresh. This initiative streamlined data and meticulously targeted 4,900 devices for an upgrade across the environment.

Leveraging PSM's real world experience from tens of thousands of OS deployments and using best practices focusing on high end user satisfaction, resulted in a reduction of costly risks and an accelerated timeline. The client experienced a smooth rollout with very little workflow disruption. The synergy between PSM's team and the client's support team(s), worked well together paving the way for future collaborations.

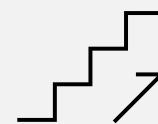


“PSM completed this project with great velocity and minimal service interruption. We were thrilled by their efficiency and attention to detail. Their professionalism and dedication were truly commendable. We will be using them again without hesitation, and highly recommend their services to anyone seeking excellence.”

Key Takeaways



The client had a dedicated team of resources familiar with the environment, whose expertise and seamless collaboration significantly contributed to the project's success.



The client quickly upgraded devices to Windows 10, ensuring Microsoft's Security and Support features were intact.

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