



a&o Service Offerings

Offering	User Estate Transformation Assessment
Description	<p>a&o systems has developed a unique assessment proposition which provides guidance to organisations looking to upgrade application delivery estates. Our approach focuses on developing a deep understanding of the critical factors that can affect the successful deployment of a new operating system or application within an organisation. The assessments also gains an understanding of the future direction and IT goals of the organisation and how IT delivery services and can be streamlined to offer true business value.</p> <p>The key to achieving the above goals is to fully understand the value associated with delivering the current desktop estate. This is achieved by working closely with customers to understand a number of critical factors which impact both the performance and utilisation of the user community and the cost for delivering the desktop service. These include:</p> <ul style="list-style-type: none"> • Understand current application delivery and usage models • Review current IT procurement strategies • Assess the service being delivered and any associated procedures • Review future business model to ensure compatibility with current and proposed delivery strategies • Review current and future business plans and models to ensure they include IT delivery and IT service delivery • Undertake an infrastructure usage analysis <p>This understanding underpins any planned change to an application delivery model, as it provides the key input to future service strategy - from both a delivery and support prospective. Using the information gained, a&o will then work with the organisation to develop a number of key delivery objectives. These will include:</p> <ul style="list-style-type: none"> • Rationalisation of current software license usage and associated cost savings. Then develop available options to leverage alternative software and hardware license models • Define a delivery mechanism based on current industry standard desktop methodologies. This will include, ratios of users which can be virtualised using terminal services or VDI technologies, impact and benefits of utilising application virtualisation on both internal and roaming users • Input directly into business IT strategy for the adoption and benefits of a services orientated delivery model, through the adoption of centralised support and delivery, reduced complexity and hierarchical support offerings





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	<ul style="list-style-type: none"> • Develop TCO and ROI models which provide tangible goals specifically focused on application delivery • High level delivery architecture, which enables simple, fast and low cost provisioning of both the current and future needs of the organisation.
<p>Methodology</p>	<p>a&o consultants will work closely with the management of the organisation to understand how the current IT services are provisioned and utilised. Our consultants will also gain a clear and comprehensive understanding of the IT delivery requirements of the organisation. This will focus on:</p> <ul style="list-style-type: none"> • Understanding current cost models for delivering IT services • Undertake an assessment of the IT procurement methodologies • Gain an understanding of how alternative technologies, such as virtualisation are already in use throughout the organisation • Understand regulatory requirements that may impact IT services being delivered • Assess current IT service delivery strategy • Look at the future IT needs of the organisation and how this has been defined via a business case <p>The information gathered will then be analysed against a set of defined benchmarks for industry best practice for desktop and application provisioning.</p>
<p>Deliverables</p>	<p>The output which will be in the form of a report will integrate directly into the customers IT business strategy.</p> <p>a&o would look to present the findings to the senior management team of the customer and demonstrate the following:</p> <ul style="list-style-type: none"> • Business values associated with current desktop estate • The true total costs associated with the running of the desktop estate • Transformation analysis and associated business values these afford the organisation • Cost benefit analysis of transformation and realisation of potential cost savings
<p>Related Services</p>	<p>Microsoft Exchange Migration Assessment</p>





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Supported Environments	<p>This assessment has no impact on the current IT infrastructure and is product and vendor agnostic. Our consultant will require a suitable level of access to Senior IT Management, Procurement and Finance staff.</p>
Resource Model	<p>Most of the audits carried out by a&o are priced on a per requirements basis. Consideration will be given to the overall requirement of the customer and the complexity of the assessment that is required and the size of the customer estate.</p>

