



USE CASE UTOPIC SOFTWARE WHITE PAPER



ARTICLE SUMMARY

ENABLING WORKSPACE TRANSFORMATION THROUGH AUTOMATED TASKS/PROCESSES

Unique zero-touch automation untangles the various dependencies, topologies and configurations required to effectively manage infrastructure maintenance tasks and enable workspace transformation initiatives. Obviously it removes much of the manual labor in favor of an automated, repeatable process that ensures **each task is complete, accurate and verified.**

This article addresses the strategies and benefits for multiple areas are driven or affected by automations. It provides Total Cost of Ownership and Return on Investment statistics that define measurable improvement through:

- **SELF-HEALING**
- **ZERO-TOUCH IMAGING**
- **EMPLOYEE ATTRITION**
- **APPLICATION DEPLOYMENT**
- **OPTIMIZATION/UPDATE/UPGRADE**
- **MIGRATION**
- **DISASTER RECOVERY**

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7 WAYS

TO IMPROVE WORKSPACE TRANSFORMATION INITIATIVES THROUGH AUTOMATION



To many IT engineers, workspace transformation is a necessary next step to keep their infrastructures current with not simply best practice recommendations, but rather, to keep pace with the reality of a modern and decentralized approach to business needs, technology support and innovation.

This contains everything from incorporating varied hardware to updating/upgrading a myriad of legacy and SaaS applications. It encapsulates everything from migration/refresh projects to evolving the processes to better control and distribute the aspects of an infrastructure in constant flux. It includes implementing evolving business requirements and optimizing existing corporate standards. It embraces MDM, EMM, VDI, SCCM, ITSM, EUC, UEM, AD-GPO and a multitude of other alphabet soup concerns.

No problem, right?

With the release of Windows 10 in 2015, and the subsequent sunsetting of Windows 7, more than 70% of enterprise-sized organizations are either considering or involved in a multi-year workplace transformation. Upgrading to a new operating system, specifically Windows 10, is a logistical and resource headache. That's because it's disruptive, it impacts hardware purchasing decisions, drains IT budgets, and siphons off hundreds of hours of IT staff time to ensure availability, integrity and compliance. Now, if we are talking a forklift of transitioning legacy hybrid and cloud elements, the commitment may take upwards of 5-8 budget cycles and still not be 100% complete. Even the lesser intense process of a PC refresh, is a continuous cycle that turns over the entire compute environment in 3 to 4 year rotations; It's a steady progression that replaces one-third of the computer population annually.



7 WAYS TO IMPROVE WORKSPACE TRANSFORMATION INITIATIVES THROUGH AUTOMATION



That is a great deal to unpack; even with a big or efficient staff or an outsourced option like an managed service provider. Understanding that the key to impacting all the goals--the speed and accuracy of the process, maintaining the agility to pivot and change, streamlining the complexity and ensuring the end result drives down TCO and aligns with business/revenue generation goals-- starts with automation.



Automation must be the centerpiece for workspace transformation. This seems like a vague, even somewhat obvious, concept. However there are several specific use cases in which automation makes a direct impression on the change/upgrade/update/optimization operation. This zero-touch approach affects not only the embedded processes that drive such functions as application distribution or group policies, but also support ITSM/ITIL, SecOps, End User Compute and Unified End Point Management. With so many moving parts, and with so many complexities and multiple platforms, a manual approach to any of the workspace transformation components invites potential human error, slows progress or drives up budget through lack of efficiencies.



So what needs to be automated to ensure a more profitable result from modernization? Of course, any function once requiring a script, trigger or process. Automation, by its assumptive effect provides a systemic control to perform a task repeatedly to achieve the same result every time. In most cases, it does the function faster and without unexpected errors. Many organization already use manually written scripts, but still need to integrate them into the Orchestration (workflow). From a broader perspective, automation supports infrastructures key compute cornerstones. 1. End User Compute through streamlining and maintaining approved change and configurations). 2. Unified End Point Management by sustaining an enterprise-wide homogenous eco-system. 3. ITSM by upholding compute availability and user productivity. 4. SecOps to address compliance, minimize potential threats and remove unsanctioned files.



The following are 7 use cases in which automation improves the whole workspace transformation process.



With all of the progress in digital technology, there is a kind of digital transformation that is occurring. And you see it with the explosion in the number of devices; you see it in the explosion in the number of applications.

- Michael Dell, CEO Dell



1. SELF-HEALING



In many cases, such as resetting a password or other low level issues, self-service works great. However, anything more substantial, such as performance degradation, application/OS corruption or any unknown operational failure, some degree of help desk intervention is typically sought or required. Self-healing, or automated corrective action, solves break/fix issues with a simple reboot and returns the device to operational productivity as if the issue never happened.

Self-healing gets users back up and running in *less than a minute* (as opposed to an average of 30 minutes using conventional methods)...and a service ticket can be opened and closed in a fraction of the time based on typical help desk metrics. Time saved on each incident transforms into dollars saved. Operational consistency extends the life span of a device and transforms into reduced TCO (total cost of ownership). Reduced ticket volume transform into more resources for higher value tasks.

Self-healing is not a zero-day re-image, but rather an automated action that applies the last known (updated) approved state pre-boot of the operating system. This automatically (or brief on-demand intervention) repairs break/fix issues, because the device is returned to a state where the issue did not exist. The automations deal with the recovery of the compliant/optimized operating system. Based on a company's unique policies, it does not affect files, profiles or applications.



This automation takes the guess work out of troubleshooting, issue recreation, sandboxing or other resolution tactics because the corrective action happens automatically. The "why" (root causes) can be researched and determined later (using log files), when time permits. However, getting the user back to productivity automatically takes precedent.



Technology, through automation and artificial intelligence, is definitely one of the most disruptive sources.

- Alain Dehaze, CEO Addeco Group

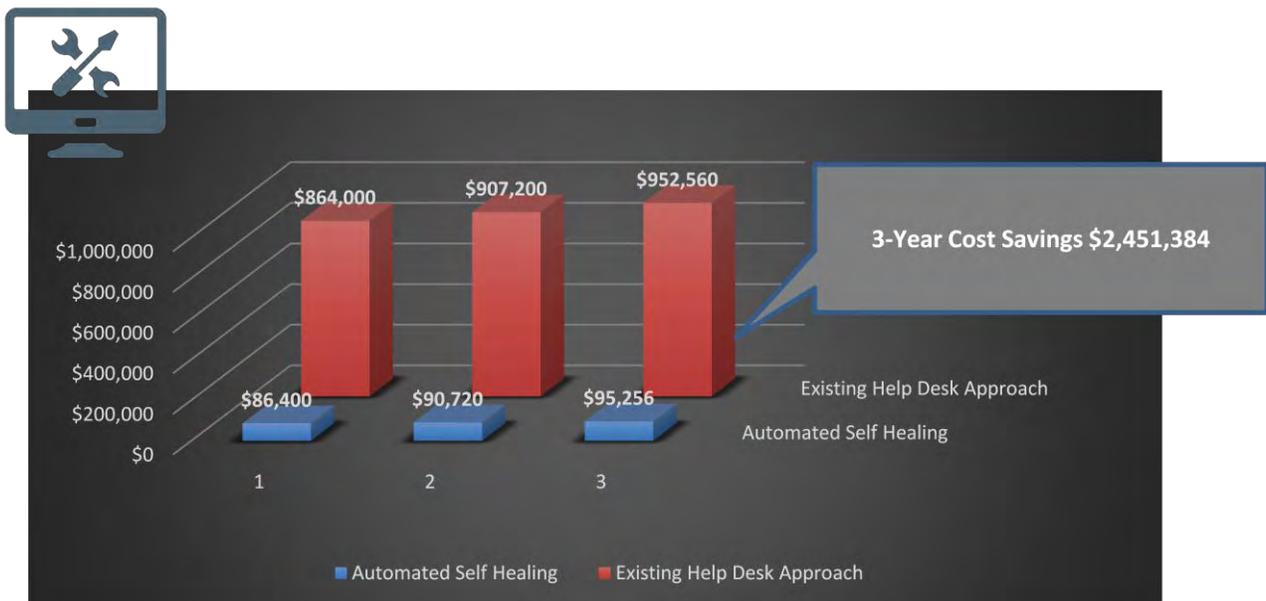


1. SELF-HEALING TCO/ROI OVERVIEW

The following figures are based on:

1. Known Persistent Suite client results
2. Industry averages (IT tech/help desk salary, incidents per device)
3. The severity/frequency of break/fix issues increase (on average) about 5% year over year based on age and OS fatigue during 3-4 year activity cycles.
4. This example is based on enterprise with 12,000 managed/distributed PCs, but percentiles are still valid with both smaller and larger fleets

CATEGORY	DEFINED	YEAR 1	YEAR 2	YEAR 3	36 MONTH TOTAL
Existing Help Desk Support Process	10,000 PCs @ 2 incidents/yr @ \$36/incident	\$864,777	\$907,200	\$952,960	\$2,723,760
Automated Self Healing	90% automation cost savings	(\$777,600)	(\$816,480)	(\$857,304)	(\$2,451,384)
New Workspace Transformation Model Cost		\$86,400	\$90,720	\$95,256	\$272,376
ESTIMATED COST SAVINGS		\$777,600	\$816,480	\$857,304	\$2,451,384



2. ZERO-TOUCH IMAGING



Automation provides a proven and streamlined means to centralize imaging development/distribution and control change processes. It's highly effective whether creating a base image for a new machine or refreshing the many devices under direct control with an amended version. Automations within these processes (called zero-touch) provide the momentum to allow faster builds, streamlined deployments and smoother integrations.

Rather than an hour or more, a machine can be ***user-ready in minutes***. When dealing with a volume turnaround of dozens of machines per day, the time savings, fine-tuned repeatable accuracy and thin-image standard reduce build administration costs. Proper automation streamlines bare-metal creation, refresh, and OS upgrade initiatives, because imaging and installation processes are all zero touch—for a single PC or an entire fleet. Whether working with, or in lieu of SCCM, automation ensures configurations are routinely consistent across all enterprise PCs.



Automations are not conveniences. Rather, they are efficiencies that enforce best practices and ensure accuracy. Pre-built specifications are not nearly enough to qualify as an automations per se, but are still useful in being applied by other automated sequences. In addition they must include a series of tasks and capabilities that integrate multiple platforms important to the bare metal or refresh build process. These include:

- In-line encryption with BitLocker (or other similar security protocols)
This automation alone cuts the readiness time in half because in most deployments image build and encryption are two different passes; with automation they are developing in parallel.
- Redundancies eliminated by file-based process
- Administrative tasks such as change computer name, SID changes and join domain
- Independent hardware build process, injecting drivers regardless of make/model
- Task sequences allow for scripted boots and installs
- Application deployment post image build process
- Deployed using multicast to multiple computers
- Security and other compliance and access policies
- Integration with ITSM/ITIL, etc.

By applying the automations (most noted above) plus other key scripts and EXEs, companies reduce time to market, minimize the complexity of change management and limit support costs. Considering an organization introduces (replaces/refreshes) a third of their fleet each year, the ability to automate an

extensive part of the process allows for more agility regarding evolving business needs, meeting end of lease compliance requirements or providing for quick-yet-controlled expansion.

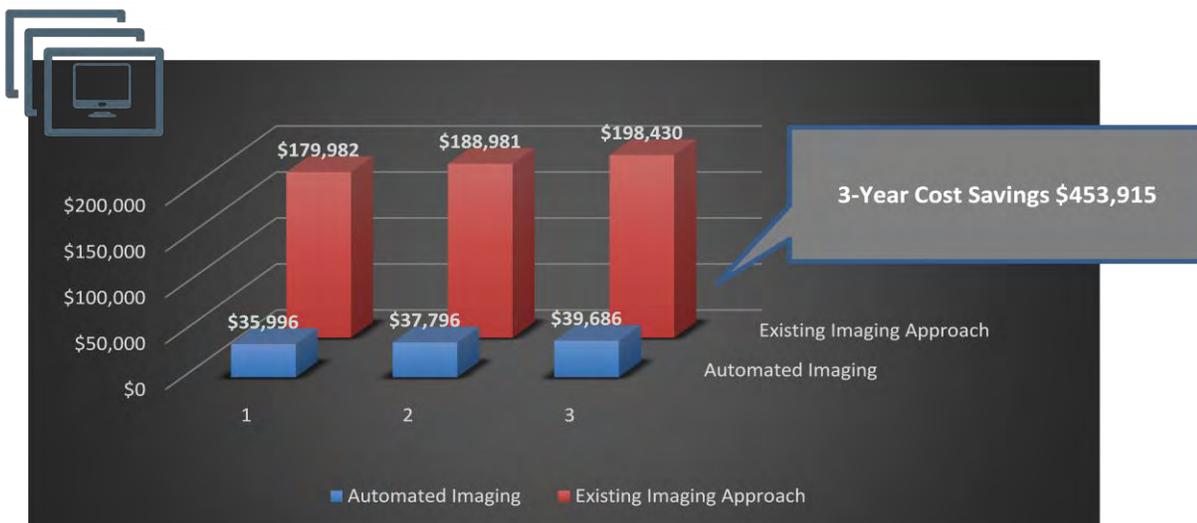
In the case of PC refresh, whereby several key components of the OS need to be updated, possibly replaced; not to mention security encryptions, SaaS and legacy applications or revised processes, automation creates the beneficial efficiencies to consolidate the entire process by upwards of 66%. So rather than a 4 year cycle, a complete refresh can be achieved in 18 months; saving time and money associated with managing multiple platforms.

2. ZERO-TOUCH IMAGING TCO/ROI OVERVIEW

The following figures are based on:

1. Known Persysent Suite client results
2. Industry averages (average hourly wage), length of time for traditional imaging process is 90 min/PC
3. This example is based on enterprise with 12,000 managed/distributed PCs in which 33% is replaced or refreshed each year for 3 years
4. It assumes a 3% headcount growth rate year over year

CATEGORY	DEFINED	YEAR 1	YEAR 2	YEAR 3	36 MONTH TOTAL
Existing Imaging Process	3,333 PCs @ 1.5 hr/PC/yr @ \$36/image	\$179,982	\$188,981	\$198,430	\$567,393
Zero-Touch Imaging Automation	75% automation cost savings	(\$143,986)	(\$151,185)	(\$158,744)	(\$453,915)
New Workspace Transformation Model Cost		\$35,996	\$37,796	\$158,744	\$113,479
ESTIMATED COST SAVINGS		\$143,986	\$151,185	\$63,648	\$453,915



3. EMPLOYEE ATTRITION



Headcount in an organization remains fluid from year to year. On average, a company may experience a 12% turnover rate; those resigning on their own accord and some removed for transfer or cause. In accordance with most compliance mandates, the former user's device must be compliantly recycled and reimaged prior to any reintroduction into the fleet or return to the leasing company.

The re-image process tends to be cumbersome, time-consuming and imprecise. In many cases re-imaging is a step back to Day Zero. From there it needs to be rebuilt with a new image and all the relevant drivers re-injected, applications replaced and new profiles validated. IT Directors indicate that this process can be anywhere from an hour to 3 hours. However, applying automations, the process can be reduced by nearly 90 percent. By incorporating an **on-demand self-healing protocol**, a new user PC can be ready for use in about 2-3 minutes. If a larger, more invasive lift-and-replace condition is required, the whole process can be done in less than 40 minutes (in most cases as evidenced by Persysent customers, it averages about 10 seconds per gigabyte). This process includes sanitizing the previous image (secure device wipe), and reloading a ready-to-use-approved state for a new user.



This automated approach ensures the erasure, imaging and re-allocation (or retirement) process is **predictable, precise and repeatable**. Not only does the drive down the total cost of ownership, extend the lifecycle of the device, but also aligns with, fulfills and condenses compliance necessities.



Technology does not drive change -- it enables change. Automation does not drive change -- it enables growth.

- Bob Whirley, CEO Utopic Software



3. EMPLOYEE ATTRITION TCO/ROI OVERVIEW

The following figures are based on:

1. Known Persysent Suite client results
2. Industry averages: attrition rates, time to re-image,
3. This example is based on enterprise with 12,000 managed/distributed PCs in which 12% is replaced or retired each year for 3 years
4. Assumes a 3% year over year growth/expansion

CATEGORY	DEFINED	YEAR 1	YEAR 2	YEAR 3	36 MONTH TOTAL
Existing Attrition Re-Imaging Process	12% annual attrition of 12000 PCs @ \$36/image	\$51,840	\$53,395	\$54,997	\$160,232
Zero-Touch Automation	87.75% automation cost savings	(\$45,490)	(\$48,056)	(\$49,497)	(\$143,043)
New Workspace Transformation Model Cost		\$6,350	\$5,340	\$5,500	\$17,190
ESTIMATED COST SAVINGS		\$45,490	\$48,056	\$49,497	\$143,043



4. APPLICATION DEPLOYMENT:



Considering the complexity of change and the interconnectedness of the contemporary infrastructure, the same kind of automated processes that control image creation can also be configured to distribute the applications across legacy systems, virtual machines and other platforms. The unique zero-touch methodology untangles the various dependencies, topologies and configurations required to effectively manage deployment tasks and enable workspace transformation initiatives. Additionally it removes much of the manual labor in favor of an tested, repeatable process that ensures installations are complete, accurate and verified.

Zero-touch allows IT to pre-configure the software and install, update or remove applications during the client-build process or post-imaging. The capability supports the installation of multiple configurations which can be distributed against various groups and based on unique corporate rules. Again, automations serves as the impetus to seamlessly provide the right application to the right user anywhere across the enterprise.



It's not enough to declare automations are an improvement over manual processes. The key is what to identify what processes directly benefit from automation in order to make a cost, resource and effectiveness difference. Well, there is the install process itself. Silent installs of MSI, EXE, Batch or PowerShell script files and other application packages certainly qualify. However, if it is truly going to be a streamlined process, it can't address your legacy applications alone. It must as easily distribute and execute components from SaaS and other de-centralized sources as if they were centralized. More so, it must treat the deployment from a hardware and platform independent manner (standard corporate assets, thin images, VDI or other devices)--and follow pre-ordained corporate policies to discriminate distribution to specific groups.

The automations must also extend themselves to manage version control through periodic updates and patches. The deployment of software patches is often as challenging as building entirely new workstations. In terms of automated end point management, automations provide the means to detect if an application or executable is outdated or out of compliance. Automated triggers recognize the disparity and prompts an automated update the next time the user reboots. As we understand with the self-healing, this occurs in near real time. With the reboot, he application is version-corrected and the image is updated.

One last aspect that automation plays a significant role is when these deployments and updates occur. Sometimes it's just not convenient or advantageous to enact transformative change--potential productivity impact, load balance issues, staff bandwidth demands, etc. The ability to choose the ideal time (on-demand or scheduled initiation) for application deployment or version optimization provides the desired flexibility to avoid or minimizes outages, slowdown, or costly downtime.

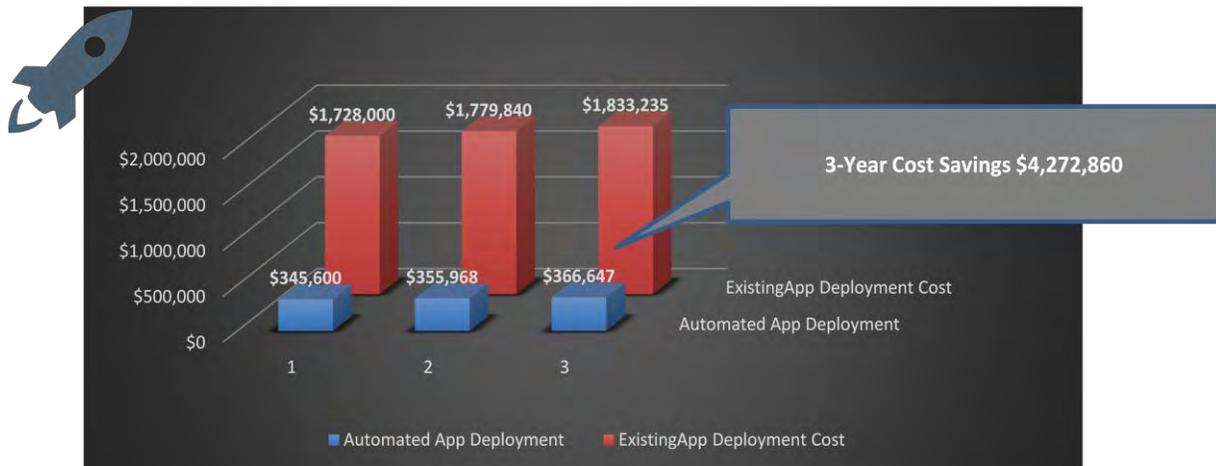
The savings and benefits realized in this use case is *irrespective of solution*; whether utilizing Utopic's Persysent or SCCM, or some other automation product, the savings remain generally consistent. *However*, there are further automations important to the deployment and application maintenance process that SCCM cannot achieve post-installation process. This includes the automated snapshot of the individual PC image that serves as the new/updated baseline for repair or future updates. For example, should the new installation fail, the PC can automatically revert to the previous state where the new install had not yet been applied. Additionally, when it's time to revise or update the configurations of an existing application, the latest baseline is established. The only things needing deployment are the actual changes to the applications.

4. APPLICATION DEPLOYMENT TCO/ROI OVERVIEW

The following figures are based on:

1. Known Persysent Suite client results
2. Industry averages: Scheduled updates per year, time per manual, semi-manual update and IT salary
3. This example is based on enterprise with 12,000 managed/distributed PCs which use a manual or semi manual process to install, uninstall or update their applications. Usage of SCCM or other automations might adjust the figures.
4. It is assumed that some applications and executables are more complex and require the configuration of multiple components (i.e. Microsoft Office), so the example is based on an average of applications that vary in deployment complexity.
5. Assumes a 20 installs, reconfigurations or application modifications per PC/yr; 12 minutes/PC

CATEGORY	DEFINED	YEAR 1	YEAR 2	YEAR 3	36 MONTH TOTAL
Existing Application Deployment Process	20 apps/yr @ 12 min per PC 12000 PCs @ \$12/install	\$1,728,000	\$1,779,840	\$1,833,235	\$5,341,075
Zero-Touch Application Deployment Automation	80% automation cost savings	(\$1,382,400)	(\$1,423,872)	(\$1,466,588)	(\$4,272,860)
New Workspace Transform. Model Cost		\$345,600	\$355,968	\$366,647	\$1,068,215
ESTIMATED COST SAVINGS		\$1,382,400	\$1,423,872	\$1,466,588	\$4,272,860



5. OPTIMIZATION/UPDATE/UPGRADE:



Change is constant. New technologies, new hardware, new processes occur with regularity, and it falls to IT to adapt and adopt. Between new applications, expiring warranties and shifting business priorities, the compute environment completely turns over in roughly 3 to 4 year cycles. But, these modifications are not a one-time sea change. It's a steady progression that typically replaces one-third of the computer population annually. Ultimately, the change process is continuous. Sometimes the changes are small tweaks or patches that need distribution on a semi-regular basis. Persysent Suite is the automating agent which streamlines updates helps companies overcome cost, speed and complexity challenges associated with change.

To be clear, what we are addressing in this section is the need to continuously update. It's transformation over time; keeping in line with compliance; ensuring the security is up to date, using the latest versions of applications and adjusting processes to maintain evolving business needs--all towards the goal of ensuring each machine under management is running at optimum capacities and homogenous with unique strategic practices (especially when dealing with a hybrid of legacy, SaaS and other cloud-related components).



Automations are the central piece to drive TCO and ensure an expected result. Consider "Patch Tuesday" or any other small incremental change requiring a modification to each and every image under management. Using SCCM or other manual controls, IT must apply the change to every computer in succession. For example, if there are 1000 PCs needing the change, manual controls require you apply the change 1000 times...1,000 chances for an error or conflict. OR, by using automation, you can apply the change to a golden image, test it ensure it works without issue or conflict, and then set a schedule for it to be released. Just once. Automations enforce the desired state before patch or update process begins. So, the next time a user reboots their machine, the new updated image will apply pre-boot (after BIOS, before the OS). If for whatever reason, the update fails, automations make it much easier to roll back to the last known approved state and reapply the changes from that point.

This automated methodology ensures patches and updates are applied consistently. Additionally, IT saves on support issues in the case of the efficiencies gained through automated distribution and through the ability to seamlessly rollback should an error occur.



The ability to digitally reimagine the business is determined, in large part by a clear digital strategy supported by leaders, who foster a culture able to change and invent the new.

- MIT Sloan Management Review

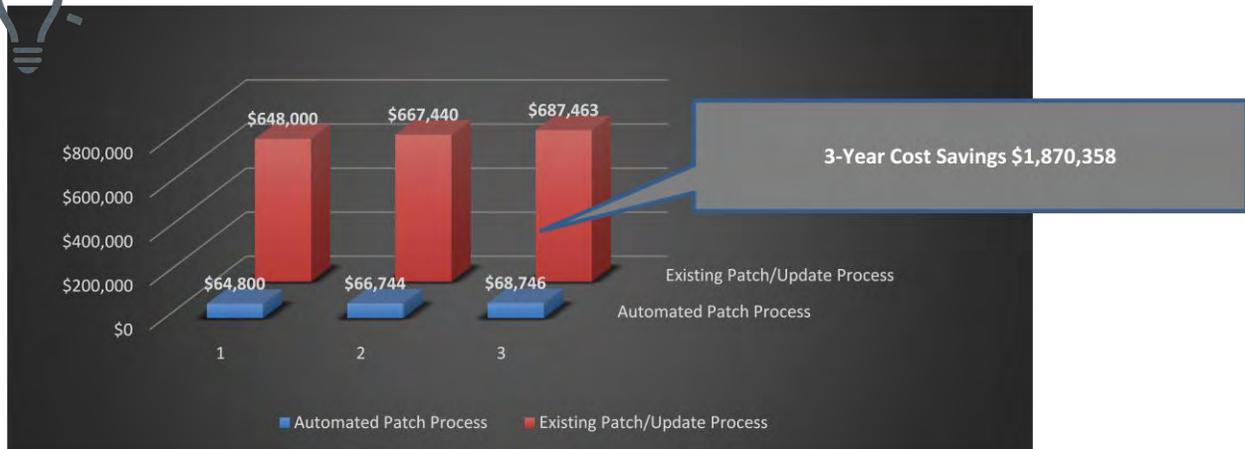


5. OPTIMIZATION/UPDATE/UPGRADE TCO/ROI OVERVIEW

The following figures are based on:

1. Known Persysent Suite client results
2. Industry averages: Scheduled updates per year, time per manual, semi-manual update and IT salary
3. This example is based on enterprise with 12,000 managed/distributed PCs which are amended monthly (12 times per year) with updates, patches, etc...
4. Assumes a 3% year over year growth/expansion

CATEGORY	DEFINED	YEAR 1	YEAR 2	YEAR 3	36 MONTH TOTAL
Existing Patch/Update Process	3,333 PCs @ 1.5 hr/PC/yr @ \$36/image	\$648,000	\$667,400	\$687,463	\$2,002,903
Zero-Touch Patch/Update Automation	90% automation cost savings	(\$583,200)	(\$600,696)	(\$618,717)	(\$1,802,613)
New Workspace Transformation Model Cost		\$64,800	\$66,744	\$68,746	\$200,290
ESTIMATED COST SAVINGS		\$583,200	\$600,696	\$618,717	\$1,802,613



6. MIGRATION:



With increasing complexity and many moving parts, migration is no longer as simple as porting over some applications and realigning profiles. With cloud, SaaS, MDM, enterprise mobile components, hyper-convergence, enhanced security protocols and other legacy and decentralized considerations, proper integration is difficult, time-intensive and costly without the benefit of automation. The automations contained in a zero-touch approach should do the heavy lifting during any forklift, and reduce the time and cost of integration, development and distribution.

As most organization considering or actively participating in workplace transformation have approximately 70% of legacy, local applications. And then some combination that equals 30% of SaaS or cloud based applications along with VDI of legacy applications that are delivered through a browser. The challenge then becomes that in order to manage it efficiently it requires that your applications are delivered through the cloud and therefore you have to forklift.

Forget for the moment the significant time and resource commitment and focus on the physicality of provisioning through MDM. It provides a suite of options, however it muddies the water by essentially forcing forklift projects to de-centrally manage applications through multiple platforms. In typical migrations going this route, there is a manager to control SaaS application, another to handle VDI and still another to address thin image technology on Local.



For the purposes of discovering the automations ROI through the migration, we must concentrate on the actual process, and the gained efficiencies, of the migration itself--from one OS to a new one. The goal is to streamline the delivery of optimized, user-ready assets so that enterprises can control the process using a "single pane of glass" approach. And, through this centralization and organization, the process becomes faster, less costly.

To this end, several automation strategies accelerate the desired results while maximizing resources. This includes the ability to image across the internet. By removing the need to black box or send a technician to physically "touch" each box, automations facilitate a coordinated migration moment. Now a system can be configured and ready for migration at a specific instant. This triggers migrations during the same 30 minute period on a particular date. Further, the capacity to carry out multiple commands simultaneously creates time and budget savings. More importantly, the tactic drives the necessary control and granular accuracy to limit the one-size fits all deployment and significantly reduces downtime. Such automations include background file transfer, parallel encryption and single instance archiving.

With regard to encryption, the process to lay it on usually doubles the time for migration. Once the image and other components are set, then typically the encryptions are applied. In a parallel

automation, the encryptions and the image are created and applied at the same time. This one automation reduces the downtime by nearly half.

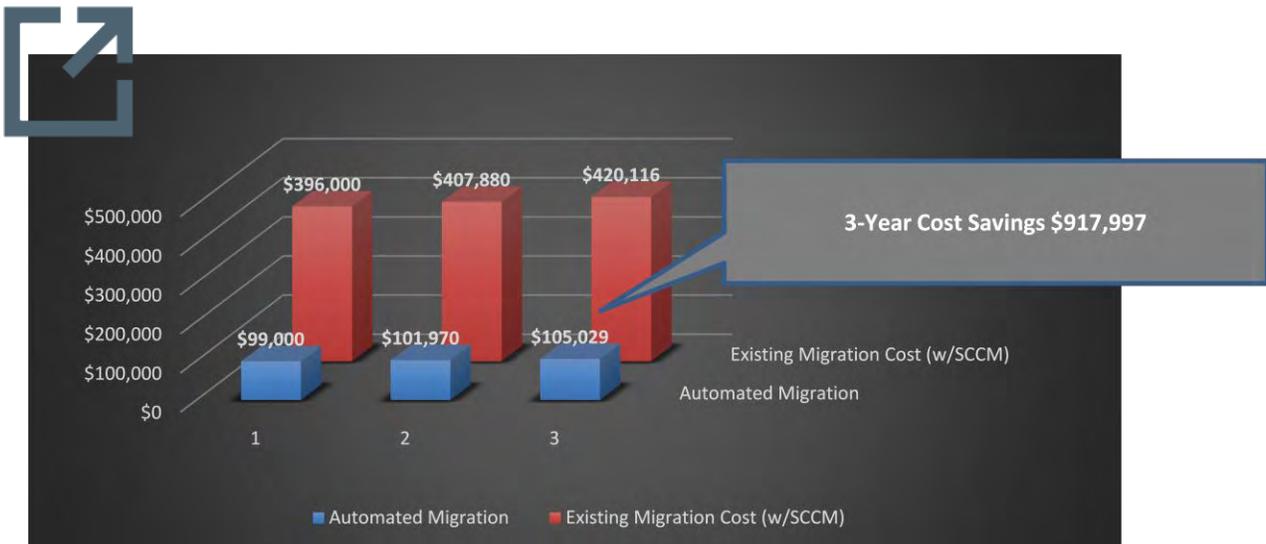
As we look at the ROI/TCO table below, it is important to consider that many organization use SCCM to assist in the process. SCCM contains many automations and is a well-considered tool for most IT administrators. Our figures will use that as a baseline instead of the complete manual approach. The difference is a purely manual approach takes about 7.5 hours per device for a complete migration. By applying SCCM as an intermediary, that time is reduced to approximately 2.5 hours. However, implementing additional automations, as noted above, that span is further reduced to 40 minutes (which *includes* the installation of user data, profiles and settings) per device--a 75% improvement.

6. MIGRATION TCO/ROI OVERVIEW

The following figures are based on:

1. Known Persistent Suite client results
2. Industry averages: average salary of technician, time to image, configure and migrate
3. This example is based on enterprise with 12,000 managed/distributed PCs in which 33% of the fleet is migrated per year.
4. Assumes a 3% year over year growth/expansion

CATEGORY	DEFINED	YEAR 1	YEAR 2	YEAR 3	36 MONTH TOTAL
Existing Migration Process (including use of SCCM)	33% migration of 12000 PCs \$100/migration	\$396,000	\$407,880	\$420,116	\$1,223,196
Migration Automation	75% automation cost savings	(\$297,000)	(\$305,910)	(\$315,087)	(\$917,997)
New Workspace Transformation Model Cost		\$99,000	\$101,970	\$105,208	\$305,199
ESTIMATED COST SAVINGS		\$297,000	\$305,910	\$315,087	\$917,997



7. DISASTER RECOVERY:



Every year, 3% of an enterprise fleet (on average) experiences **total hard drive failure**. Whether resulting from malware or other unforeseen catastrophic failure, the goal is still to minimize downtime and return assets to compliant health quickly. Automated access of an approved state image accelerates the recovery process by a factor of 5x.

After installing a new hard drive, the asset automatically boots to fresh OS, which includes the ideal state. In a matter of minutes, the device can be restored.

Disaster never happens when it's convenient, which is why automates mitigates many of the availability and continuity issues associated with rebuilding a device from scratch. Regardless of the cause and severity, IT can apply the last updated state by accessing the server or by applying a data source such as PXE/USB/CD/DVD. Within minutes, the device is restored to productivity with all the healthy OS, applications, configurations, security protocols (encryption), registry settings, and unique group policies (GPOs). All IT needs to do is access a data backup for a users unique files and compute availability is restored--disaster averted. This returns users to productivity without over-taxing IT's stretched-thin resources.



From an operational perspective, centralization offers a more cohesive standard and unified vision for an organization. Beyond the obvious benefits such as the **elimination of redundant functions**, and the cost savings related to economies of scale, the most mission critical aspect of centralization is that of **IT asset control**.

Even with a plan, it might take upwards of 72 hours for a working environment to be completely restored. Properly deployed automations get you back up and running in less than hour.



I've never seen anyone fired from a company because of a disaster. But I have seen many people fired for their failure to respond properly.

- John Iannarelli, Consultant, Former
FBI Cyber Division

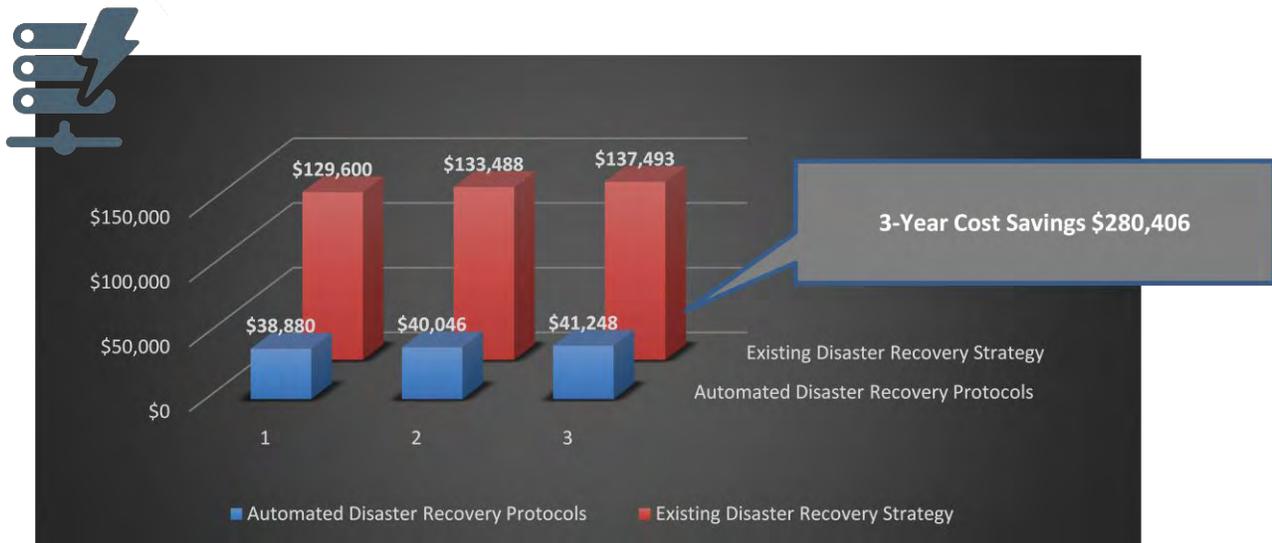


7. DISASTER RECOVERY TCO/ROI OVERVIEW

The following figures are based on:

1. Known Persistent Suite client results
2. Industry averages: 3% failure rate across enterprise, 4 hour recovery process
3. This example is based on enterprise with 12,000 managed/distributed PCs
4. Assumes a 3% year over year growth/expansion

CATEGORY	DEFINED	YEAR 1	YEAR 2	YEAR 3	36 MONTH TOTAL
Existing Disaster Recovery Re-Imaging	12,000 PCs @ 3% failure rate; \$144/incident	\$129,600	\$133,488	\$137,493	\$400,581
Zero-Touch Patch/Update Automation	70% automation cost savings	(\$90,720)	(\$93,442)	(\$96,245)	(\$280,406)
New Workspace Transformation Model Cost		\$38,880	\$40,046	\$41,248	\$120,174
ESTIMATED COST SAVINGS		\$90,720	\$93,442	\$96,245	\$280,406



SUMMARY:



Based on our enterprise managing 12,000 PCs per year, automations make the **difference of about \$3.3 million per year**. That is simply the budget gains. It *does not* take into account the gains made by less downtime or the reduced TCO of having assets run at optimum capacity for longer.

All inclusive, the budget baseline *without automation* to achieve workplace transformation is roughly \$1,000 per device/per year. Introduced and controlled wisely, automations can drive that cost down to *less than \$200 per PC*.

There is a great deal more benefit with the realization of additional available resources to properly align with business vision and drive revenue generating goals. Accelerating workspace transformation keeps the technology current, reduces infrastructure complexity and is the impetus to drive innovation.

Yet, it is **more than simply taking steps out of an equation**. As part of the drive towards digital and workplace transformation, the reduction in complexity creates a tectonic shift across the enterprise. Users enjoy a more reliable and optimized compute environment. Despite all the incremental changes that occur, their work time is not impacted. In the case of degraded compute performance (self-inflicted or otherwise), they are only "down" for very brief periods. Therefore, productivity remains at a consistently high level.

Workspace transformation often is about connecting various processes, automating them and leveraging data and IT resources to serve a common outcome. In that respect--transformation IS automation.

Many organization are finding their fleets are fragmented and aging. They have invested heavily in their legacy components and have, over time, introduced hybridized and cloud-based architectures. What automation does is simply find better ways to manage, integrate and implement change.

Lifecycle automation solutions, like Utopic's Persysent Suite, provide the framework to make these inevitable transition less burdensome. To align business requirements with this changing paradigm, organizations across the globe are increasingly implementing end-user computing automation solutions.

When it's time to invest in updated hardware, reinvent the infrastructure to incorporate significant industry updates, or simply make performance adjustments to the existing environment, a PC Refresh applying the right automation makes the transition faster, more seamless, less intrusive, and cost-effective.

- Faster implementation of system or application updates
- Ability to adapt to new policies, updated best practices
- Incorporate legacy investments with cloud, hybrid
- Aligns, modernizes, implements image for evolving needs...and
- Deliver the desired results!

The following figures are based on :

1. The cumulative figures established in earlier TCO/ROI calculations:
2. This example is based on enterprise with 12,000 managed/distributed PCs
3. Assumes a 3% year over year growth/expansion

CATEGORY	DEFINED	YEAR 1	YEAR 2	YEAR 3	36 MONTH TOTAL
Existing Processes	All creation and maintenance processes	\$3,398,199	\$4,138,184	\$4,284,694	\$12,419,140
Zero-touch automation (average across all disciplines)	80% automation cost savings	(\$3,198,559)	(\$3,310,547)	(\$3,427,755)	(\$9,935,312)
New Workspace Transformation Model Cost		\$799,639	\$698,584	\$856,938	\$2,483,828
ESTIMATED COST SAVINGS		\$3,198,559	\$3,310,547	\$3,427,755	\$9,935,312

