

ProSource Success

Successful Deployment @ Anadarko!

Situation

Anadarko is a large, independent oil and gas exploration company. Their ability to rapidly adopt and support new technology is key to their growth and performance. Through acquisition and growth, their desktop environment quickly grew to over 6,000 global desktops and more than 3,000 software applications. Their goal was to move from an unmanaged Windows NT environment to a managed Windows XP Common Operating Environment (COE).

"I just wanted to let you know how much I appreciate the support I've received from Technical ProSource on Anadarko's COE project. Your people have been an asset and true business partner every step of the way." Bob Frankenfield, COE Project Manager

Planning and Discovery

Technical ProSource was invited to participate early in the planning stages and it proved to be a key to the success of the project. Migration tools were tested and documentation was finalized ahead of schedule. This proactive approach during the project's early stages saved hundreds of thousands of dollars!

"We coordinated with each business manager to determine application and scheduling requirements for every desktop and to reduce operational downtime." Randy Dorsey, Technical ProSource Deployment Director

Application Testing and Packaging

More than 3,000 software applications had to be reviewed and tested for Windows XP compatibility and each had to be analyzed for their packaging requirements on the managed desktop. In the end, less than 400 applications were required to be packaged.

Managed Desktop Deployment

Technical ProSource managed the entire COE deployment, coordinating with purchasing, asset management, security, facilities, applications management, desktop operations, field operations, executive support and help desk to communicate, implement and execute a fluid process.

"Our use of a robust application delivery platform and project-tested deployment processes greatly increased deployment productivity." Deployment Director

Post-Deployment Support (Quality Assurance)

Our post deployment support team met each user at their desk the morning after deployment to ensure they were able to log in and use all their installed software. For most users, the deployment was nearly transparent and did not impact their work for even a few minutes. All issues were logged and tracked using Anadarko's ticketing system, and all issues resulting from the COE deployment were referred directly to our support team for resolution.

"Over 10,000 documented issues were logged and resolved by the COE Team before transitioning customer support back to Anadarko's help desk." Deployment Director

Summary

Technical ProSource played a vital role in nearly every project group related to Anadarko's deployment of COE. The project encompassed more than 6,000 desktops in 37 domestic locations and three countries. Technical ProSource helped Anadarko put a desktop management structure in place that previously did not exist. Bottom line, this entire project was initiated to ultimately provide better service and support to all end users and allow Anadarko to manage computing issues with less overhead and more continuity. We are glad to report the project was a complete success on all fronts!

"I was surprised at how smoothly the transition went. I was expecting several applications to be unavailable and for numerous network slow-downs and glitches due to the number of people transitioning at one time. However, I was pleasantly surprised to find that not only were all my applications still available, but also Internet favorites, email and even a QUICKER network response time is being experienced ever since I was migrated...Great job..." Satisfied Employee



"Not only did the switch from my old system to Windows XP go without a problem, but I was very impressed with the amount of customer service I received not only before the change, in the form of pre-visits and training classes. The next day, they were waiting at my office door when I arrived to ensure I was able to login and had all my applications available to work that day. Thank you for your help." Satisfied Employee