



SUCCESS STORY:

Office Depot

Partnering with Microsoft to Leverage Desktop Deployment Best Practices

The Client

Founded in 1986, Office Depot provides more office products and services to more customers in more countries than any other company. Its distribution channels include retail stores, direct mail, contract delivery, the Internet, and business-to-business electronic commerce.

The Challenge

Office Depot was facing a daunting task. The company needed to certify more than 500 applications on Microsoft XP and implement a hardware and software deployment to almost 7,000 seats at Office Depot locations across North America. And these tasks had to be completed within a six-month timeframe. In addition, the company wanted to reduce its risk and exposure while driving down costs, and those goals grew more imperative every day. Only limited resources were available, and the aggressive timelines raised the bar even further. Office Depot's initial efforts had stalled when 70% of the budget had been spent and only 30% of the deliverables had been achieved. It was time to reassess the situation and get the deployment back on track.

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The Microsoft Gold Certified Partner Program for Support Services identifies Microsoft Certified Partners who provide expert-level technical support for Microsoft technologies and who offer a full range of multi-vendor support services for Microsoft products in all types of environments. CompuCom passes our Microsoft gold certification benefits on to our clients, including:

- *Early access to beta test versions of new releases*
- *Special training and internship programs for our help desk agents*
- *Immediate distribution of information related to newly identified problems and fixes, which is assimilated into our knowledge base*
- *Fast, direct access to second-level Microsoft support personnel*



Partnering with Microsoft to Leverage Desktop Deployment Best Practices

The Solution

Office Depot had earlier formed the Securely Manage our Associates' Robust Technology (S.M.A.R.T.) program to address the needs for standardization of its hardware platforms, consolidation of its applications, and management of its technology refresh initiatives. Initially, Office Depot engaged CompuCom Systems for help with managing the S.M.A.R.T. 2.0 desktop deployment program. CompuCom then developed strategies for application readiness and rapid deployment of the desktop images using Microsoft's Business Desktop Deployment (BDD) solution. The BDD features a selection of user state migration tools, including the Operating System Deployment (OSD) solution and a feature pack for Systems Management Server (SMS). These tools allowed Office Depot to rapidly re-image and deploy its systems over the wire and significantly reduce the need for desk-side visits. Working together, CompuCom and Microsoft also enabled a true "zero-touch" installation process for Office Depot's end users, allowing that experience to be much more seamless.

The Results

Office Depot's IT team's experience merged with CompuCom's consulting expertise and Microsoft's technologies to successfully achieve the rapid deployment of a secured, managed architecture across the Office Depot organization. Despite the accelerated delivery expectations, all deliverables were met, and the entire solution was created and completed in three months, allowing the project to remain on schedule. The new, secure, managed environment has enabled Office Depot to achieve its goals of standardization and tighter management controls of security and software, as well as to:

- Increase the alignment of IT with the business needs of Office Depot's customers
- Enable software compliance
- Rapidly provision desktops and notebooks locally and globally
- Increase the satisfaction of end users
- Significantly reduce the time required for deployment and headcount, ultimately lowering overall costs

"Office Depot didn't have the expertise internally to execute such a large program. By partnering with CompuCom and Microsoft, we were able to refresh virtually all of the computers that were in scope, and we did it much faster than we had ever imagined."

Kurt Hendricks
Senior Manager
Office Depot, Inc.

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