avanade

POINT OF VIEW

Windows 10: Enabling the high-performance digital workplace

Windows 10 provides new opportunities to increase business effectiveness and collaboration, while reducing the complexity and operational risk.

Executive Summary: Take your nextstep towards the digital workplace

Enterprises are accelerating their efforts to implement digital workplaces that enable new and more powerful ways to work, anywhere, any time, on any device. Windows 10 has the features and capabilities that more fully enable a high-performance digital workplace to:

- Increase workforce productivity. Windows 10 integrates readily with digital workplace technologies such as Office 365, Azure and mobile. Employees can use these technologies more easily and you can adopt more of these technologies quicker and more cost effectively.
- Deliver more security and user self-service options. Take advantage of significant security enhancements to protect your environment while making self-service a reality with easier-todeploy options such as the Windows Store for Business, to allow user self-service and integrated mobile device management.
- Provide better employee engagement. Just one experience across devices makes for faster and easier end-user adoption. Companies are interested in the benefits of upgrading to Windows 10 as a way to continue their digital workplace journey. There are currently over 400 million1 monthly active devices running Windows 10 and Avanade expects that most enterprises will have begun to evaluate Windows 10 Enterprise and associated technologies by the end of 2016.

1 https://blogs.windows.com/windowsexperience/2016/09/26/new-windows-10-and-office-365-features-for-the-secure-productiveenterprise/#hf8R3tWZ4MCJYK43.97

How Windows 10 helps enable the digital workplace

One OS for cloud and on-premises
Windows 10 is the first true hybrid-cloud and mobility-oriented Microsoft operating system. It is designed to provide users and administrators with the flexibility to be mobile and take advantage of new cloud technologies, while leveraging existing on-premises infrastructure investments.

Windows 10 enables a range of new security and productivity features including integrated OneDrive file storage to remove collaboration barriers from mobile and multi-device workers. You can use cross-device, universal applications that are screen, device and location aware, and provide only relevant controls and information—and eliminate the need to dock and undock devices.

More secure, better management
While the hybrid cloud/on-premises nature of Windows 10 provides seamless integration, the new OS also takes security seriously. Providing a more secure workplace was a key design goal for Windows 10, and it shows. For example, the new Device Guard and SecureBoot technologies give you a new level of protection for your devices. You can limit application execution to only approved, signed applications and drivers from the moment a device boots. That combination of integration and security is an enormous benefit, supporting higher end-user productivity, protecting existing investments, and reducing the complexity and operational risk of your environment.

Windows 10 includes a range of new features and enhancements that can help reduce operational risk, especially as you expand your offerings to support a more mobile and self-service focused workforce. You can isolate business data and apps from personal information on devices, advancing your bring-your-own-device strategy in ways that weren't possible with previous versions of Windows. You can achieve a more secure environment for your users on both their personal and corporate devices. Newly built in strengthened multifactor authentication, data protection systems,

enhanced identity protection, enhanced auditing and secure boot capabilities can help minimize unencrypted and unsecured data and/or devices. They also enable a simpler end-user experience for common activities like logging in, by leveraging biometric technologies that reduce required password complexity; and they enable device wipes on stolen smartphones, without requiring any IT intervention.

Other enhancements include better integrated modern management tools that can cross traditional on-premises and cloud barriers to make management easier and more intuitive. Tools such as System Center Configuration Manager (SCCM), cloud based InTune mobile device management, Rights Managed Services (Azure Information Protection) and Azure Active Directory work to secure intellectual property, prevent credential theft and limit mobile device leakage. With these technologies, you not only secure the device, but also have more security and control over the identities and data on the device. That's especially critical in a multi-device, multi-user environment. In summary, Windows 10 makes securing not only the device, but also the underlying data and identity, much simpler and more transparent to the user. There are also more options in device management and deployment to facilitate a wider range of use cases, especially for power users and those wanting to bring their own device or integrate with cloud based applications.

Familiar user experience and easier adoption

Microsoft's product engineering teams came together to make Windows 10 a common-core operating system that provides a single, consistent and now-familiar user experience that many have at home across devices from laptops, desktops, PCs, tablets, Internet-of-Things devices, and even a games console. This single user experience, combined with the familiarity of the traditional Start Menu and careful planning of new feature integration, makes Windows 10 very intuitive to use. Users can start to quickly leverage their business applications across their various devices in a highly innovative and productive way. For instance, field service workers that previously required custom devices and proprietary drivers can leverage Windows 10 and the universal platform to reduce cost and complexity.

End users won't be the only ones to benefit from these capabilities—so will your IT staff. With Windows 10, gone is the era of massive and disruptive migrations of PC systems. You may find Windows 10 faster and easier to test and deploy than Windows 7, or previous versions with nearly identical hardware and similar software compatibility requirements. Windows 10 also enables more hands-off remote deployment migration scenarios with its enhanced in-place upgrades, which minimize the need to wipe and reload existing PCs. With less effort to spend on basic OS upgrades, device management, and application remediation, your IT staff can focus more effort on helping users to define and achieve success in the digital workplace.

Implementing Windows 10 is a significant IT undertaking. It may be one of the most important endeavors to further your digital workplace vision. You need to do it right.

What you should do now

Consider your workplace infrastructure holistically
You need to consider which business or IT areas can benefit from the collaboration and mobile platform that Windows 10 provides. It's crucial to think outside the standard OS refresh cycles and consider the workplace holistically. Your first step on this journey should be reviewing traditionally challenging areas such as BYOD, self-service and application/service deployment, considering which user groups could benefit, and then evaluating the required infrastructure and business processes. Additionally, consider your current and future device plans, your users' data, and how they should interoperate. The successful digital workplace story generally begins with careful worker segmentation and a clear understanding of key business drivers and use cases. Look for scenarios with the greatest impact for employee engagement within your organization. These may be among your sales workforce or field service groups. Collecting and understanding these scenarios now will help pave the way for a roadmap to establish a true digital workplace.

Evaluate cloud & service integration
It's important to consider how integrated or separated the workplace management and associated solutions will be from the cloud. Whether it's simply providing access to a select few SaaS based apps, integrating with Office 365's Azure Active Directory, or providing a true single sign on experience across Windows 10, Skype for Business, Office 365 and Enterprise Mobility + Security; it's key to evaluate the needs of the business and how prepared you are to provide the desired level of access and management. Key areas to consider are identity and data protection, ranging from real time risk based data classification, multi factor authentication and other network protection mechanisms to simple cloud based SaaS application integration. There are more options than ever and it's key, especially in the cloud, to plan out the management strategy to allow for future expansion, ease of use, and business flexibility while minimizing complexity.

Update deployment and self-service options
Optimal deployment scenarios need to provide users the ability to update to their devices and applications to support their mobile workstyle. Windows 10 is a key part of this. Consider the opportunity to make self-service a reality with new options such as the Windows Store for Business, especially if you are planning to deploy applications to mobile devices. In your deployment strategy, consider technologies that are closely integrated, such as OneDrive for Business and Enterprise Mobility + Security, especially if you're already leveraging cloud products such as Office 365. Enterprise Mobility + Security secures your data and devices in a global manner while empowering users to leverage a broader set of devices.

Identify opportunities for business application transformation
You have a tremendous opportunity for business application transformation with Windows 10, and now is a good time to begin to plan for it. The best approach may be to select a few key applications that will be the simplest to re-platform and optimize for Azure and Windows 10, applications that offer a relatively fast and large potential return on investment.

Mobile applications for sales, repair, or field operations may be candidates for application transformation, especially if they are tied to new capabilities such as the Internet of Things. Sales reps can exploit a CRM toolset that adapts to corporate tablets, shared phones, and other devices to display only required information in the right format—reducing wasted time for nontechnical teams. Users of these mobile devices can quickly view, consume, and act on data using their common Windows 10 devices and applications reducing the need for custom toolsets while enhancing user productivity.

Proactively test applications
It's critical that you start to evaluate your current applications and websites for compatibility with Windows 10. Despite significant efforts by Microsoft to foster compatibility, we expect that some applications, especially core applications such as antivirus, drive encryption, and older device drivers, may have issues with Windows 10. Start with an inventory of key applications and websites including partners, vendors, and their critical systems to assess the impact of the IE11 and Edge browsers and Windows 10 operating system. Do this early enough to implement remediation where needed and consider automated toolsets to speed the process.

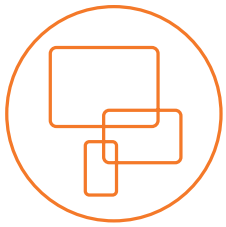
The need for expertise

There's another, potentially crucial consideration that you should entertain regarding Windows 10: your choice of a technology partner to help implement it. While Windows 10 is easier to implement than recent Windows versions, it is still a significant IT undertaking. In some ways it's even more complicated than before, due to the new associated integration points, including device, identify & data protection options. Moreover, it may be one of the most important endeavors to further your digital workplace vision. You need to do it right and you need the right tools and methodology to get there.

The journey to becoming a high-performance digital workplace starts with a robust digital workplace platform. We can help you realize results with Windows 10 through a digital workplace platform strategy that delivers increased productivity, faster innovation and reduced costs. We combine proven methodologies and assets, along with extensive expertise and innovation in Microsoft technologies, to deliver and manage your digital workplace ecosystem. Avanade is a trusted advisor to its clients and has overseen some of the largest Windows 10 migrations in the world to date, with skills in digital as well as mobile strategy development, systems strategy, user experienced design, business case development, change management and governance.

The time is now

The time is now to contact Avanade about your Windows 10 adoption strategy and laying the foundation for your digital workplace. To learn more, visit www.avanade.com/digitalworkplace.



avanade

About Avanade
Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 30,000 professionals in 24 countries. Visit us at www.avanade.com

North America
Seattle
Phone +1 206 239 5600
America@avanade.com

South America
Sao Paulo
AvanadeBrasil@avanade.com

Asia-Pacific
Australia
Phone +61 2 9005 5900
AsiaPac@avanade.com

Europe
London
Phone +44 0 20 7025 1000
Europe@avanade.com