



VMware Horizon Mirage™ was chosen by Nice Systems as an automated Windows migration and Disaster Recovery solution for thousands of workstations

CUSTOMER Nice Systems

WEB SITE www.nice.com

INDUSTRY Technology

LOCATION Ra'anana, Israel

THE MAIN CHALLENGES

- Upgrading the employees' laptops from Windows XP to Windows 7
- Backing up all user data across the workstations before the process
- Implementing the migration process while user's computer is running the new operating system (on the same disk)

SOLUTION

The VMware Horizon Mirage was chosen, enabling the remote employees management. This component of the chosen solution demonstrated an ability to provide a high ROI and a maximum user comfort, especially considering the fact that 30% of Nice employees worldwide work remotely

BUSINESS BENEFITS

- Shipping costs, disk costs and configuration time savings
- Efficient Image management across all the remote computers while splitting data into separate layers
- Substantial expansion of the ability to recover from disaster and failure situations (DR) and increased business continuity

Answering the demand to upgrade to a Windows 7 environment, Nice faced the challenge of implementing a remote migration, while managing its customers' needs. Configuring hard disks in the main offices located in Israel and then shipping them to the various offices turned out to be an extremely time-consuming procedure both for IT and Nice end-users who were faced with considerable disruption. VMware Horizon Mirage was chosen by Nice as it offered an efficient solution for remote Windows migration that minimized user's downtime. While helping to significantly minimize the time needed for the migration, Nice also gained significant value from Horizon Mirage by offering a disaster recovery.

As an Israeli hi-tech company with offices worldwide, Nice has established itself as a leader in communications, providing advanced solutions to business organizations and governmental institutions. Moreover, Nice is using the latest technologies to gather text, voice and video interactions and to process it into significant information that facilitates decision making. By focusing on this unique niche, Nice enables its customers to make the most of the various types of interactions in order to improve business and operational performance as well as the ability to handle security threats.

The business challenge

"Nice faced the need to upgrade legacy operating systems such as Windows XP, to an advanced operation systems such as Windows 7. The upgrade will expand the range of options and capabilities of large number of laptops being used by the employees around the world without the IT support." says Oren Latz, the Technical Implementation Specialist at Nice.

The company faced a challenge of implementing the remote migration, while managing customer requirements. First, the hard drives were configured in the corporate headquarters in Israel and shipped to various offices around the world. However, the company started to look for a different solution, because at least two weeks have passed between

the shipping date to the downtime, and the end-users lost about half of a working day during the migration process. In order to manage this complex process, Nice was looking for a solution that would enable a seamless, fast and secure migration.

Solution

Nice experts were assigned to examine the issue and to manage the migration process, from the Proof of Concept phase to the final implementation. During the project, 900 units of the VMware Horizon Mirage solution were purchased and another 1500 units are planned to be purchased in the future.

Oren Latz explains the considerations behind the decision to choose the VMware Horizon Mirage solution: "My

VMWARE CASE STUDY

“VMware Horizon Mirage solution facilitates the upgrade and installation processes across the remote offices with no IT teams”.

Oren Latz, Technical Implementation Specialist, Nice

VMWARE FOOTPRINT

- VMware Horizon Mirage

“The main advantage of the VMware Horizon Mirage solution is its ability to make the work smarter and easier with Microsoft tools”.

Oren Latz, Technical Implementation Specialist, Nice

acquaintance with VMware Horizon Mirage began back in 2011, when the world was preoccupied with the transition to Windows 7. At that time, Microsoft had a partial solution, which seemed appropriate, but it did not meet our needs. Therefore, we decided to choose VMware Horizon Mirage because it included automated migration capabilities that were optimized for the remote workers. This component of the chosen solution demonstrated an ability to provide a high ROI and a maximum user comfort, especially considering the fact that 30% of Nice's 4,000 employees worldwide work remotely”.

Latz says that before upgrading, thousands of company's laptops were running on the Windows XP, using Microsofts SCCM (System Center Configuration Manager) solution to build the Windows image and to deploy it on the endpoints, in our IT labs.

Latz explains that “The advantage of the VMware Horizon Mirage is the ability to back up all user data across the workstations before the migration process begins and to stage all the files needed for the migration to Windows 7 on the same disk whilst the user works.”. Latz went on to explain, “This unique capability allowed substantial time-saving both for the user and for the computer technician, eliminating the need to ship the disks and other materials to the remote offices. Moreover, when a laptop is lost or stolen, the Horizon Mirage provides a full recovery of data and applications installed on the computer, with minimum end-user downtime.

Result

VMware Horizon Mirage enabled Nice to upgrade approximately 2600 workstations and laptops, and helped to deploy new devices across Asia Pacific region. VMware Horizon Mirage minimizes the time needed for remote device management and upgrades even in offices with no local IT teams present.

Latz says: “For the first time, the VMware Horizon Mirage solution facilitates the upgrade and installation processes across the remote offices with no IT teams, instead of shipping disks (a process that lasted at least two weeks and incurred additional costs). Today, the remote

upgrade or installation process lasts no more than a few hours and is very efficient in terms of network traffic”.

The remote offices that took part in the pilot upgrade project provided positive feedback, describing it as a seamless process with minimal downtime. “During the pilot, we realized that the upgrade and installation processes caused downtime that lasted about 30 minutes, after which all the materials, email signatures, desktop images and other computer configuration elements remained without setting changes” says Latz. “The main advantage of the VMware Horizon Mirage solution is its ability to make the work smarter and easier with Microsoft tools”.

The implementation of the VMware Horizon Mirage solution enables Nice to perform the desktop recovery on every computer, in a surprisingly short period of time. Thus, if the laptop was stolen, damaged or lost, it is possible to restore all the installed data and applications to a new device, without wasting end-user's time.

The following are some of the significant solution benefits realized by Nice:

- Cost savings associated with Shipping and not needing to provide replacement disks to every user.
- Configuration time saving
- Full system backup capability
- Efficient Image management on every remote computer
- Ability to split data into separate layers
- Significant expansion of the ability to recover from disaster and failure situations and increased business continuity.

Looking to the future

Nice has recently acquired 1500 additional licenses to support the growing number of users and to provide them with ongoing protection and disaster recovery. Nice is planning to use Horizon Mirage to streamline the operating mechanisms especially in the remote areas in order to reduce end-user downtime and to maximize the company's investment in desktop management.

