Workshop, assessment and analysis

Client Management – Technical Strategy and Roadmap

Understanding the challenges with client management as you modernize

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Outcome

This workshop will deliver the company a client management strategy, based on its current state, both technically and organizationally, as well as the future desired state taking the Microsoft solutions into consideration. The company will have a roadmap they can plan and execute against.

What is it?

The IT department is faced with challenges of modernizing client support, whether this is BYOD or corporate devices – users want easy access, easy changes and the ability to work from everywhere. Whilst the company needs to ensure they can deliver a great onboarding and maintenance of client relationships, while protecting the environments against the ever increasing security risks and considering the economic costs. On top of these challenges, client management is impacted by many technical aspects such as AD, Applications, Policy Management, data centers, and current client – with this strategy and roadmap workshop our experts help you to sort out the optimal strategy and direction.

Duration	
4-6 weeks	
including data gathering	

Cost
9800 CHF
for up to 2000 users with 10 locations, including travel, excluding VAT

Participants
lient management experts and IT management

Phase 1

Capture current state

- A kickoff call, to clarify the timeline, and requirements
- An initial overview of the current state, and motivations for change from a strategy perspective
- A high level overview of the IT landscape including, users, user types, locations, strategies, clients)

Phase 2

Detailed data collections

- A deep dive interview into the current IT landscape from a client management perspective and considering the importance of current client management, applications, virtual desktop solutions, AD, and policies.
- Access to existing client management systems for review
- A questionnaire to be completed

Phase 3

Data analysis

- Analyze the gathered data, technical Documentation & Interview forms
- Build possible scenarios

Phase 4

Scenario/strategy presentation and discussion

- Present the most promising strategy including a roadmap
- Discuss the pro and cons
- Adapt a strategy and roadmap
- Define the solution
- Update and deliver the documentation

To book a NUDGEIT workshop or service, please contact us or use this link for a specific quote and time.