

Case study

Canon Europe transforms its desktop environment for 17,000 users



HP creates a standardised user experience based on Windows 7® and pre-configured HP hardware

Industry

Technology

Objective

Following the acquisition of Océ, Canon Europe was faced with a heterogeneous desktop environment running on end of life Windows XP®. It wanted to extend its existing standardised software and hardware environment to its new users

Approach

Canon turned to long-time partner HP to deploy 7,000 new devices while migrating an additional 10,000 existing HP desktops to Windows 7®

IT matters

- Canon Europe and HP migrated over 17,000 users to Microsoft® Windows 7 within six months using an automated USB which streamlined the process
- Three year Care Packs means that any repairs will be carried out swiftly by HP, ensuring maximum up-time

Business matters

- New users now enjoy a consistent and reliable experience which has reduced the burden on the service desk
- Having a single desktop partner means that Canon Europe has one point of contact for orders, repairs and maintenance, which simplifies management and administration
- HP has the geographical reach to provide hardware and support to 250 locations in 20 countries



“HP understands the requirements and difficulties we face in the field and in the office and created a solution that meets those needs and alleviates the challenges. From Russia to Dubai to South Africa and Ireland, HP has ensured all our users can enjoy a stable, high-performing and consistent PC experience with optimal up-time.”

– Bert Ter Heide, manager, desktop management department, Canon Europa NV



Canon Europe needed to refresh its outdated Windows XP environment while creating a homogeneous hardware environment

The company worked with long-term partner HP to migrate 17,000 users to Windows 7® using an automated script that could perform the process on each device with minimal manual intervention. Every device is now covered by three year next business day onsite Care Packs, ensuring full maintenance cover for the hardware.



Challenge

Creating a standardised user experience

Canon Europe has delivered pioneering imaging technologies to its customers for over 50 years with printers, scanners and cameras. In addition, the company's Business Solutions offer a portfolio of print and document solutions for small and medium businesses, large corporations and governments. Canon Europe contributes around one third of Canon's global sales revenue and employs in the region of 17,000 people across Europe, the Middle East and Africa.

In common with all successful businesses, Canon depends on a robust, high-performing IT infrastructure to ensure the smooth operation of its daily activities. However, with its existing Microsoft Windows XP desktop environment approaching end of life, the company needed to refresh its aging desktop installed base across 250 locations in 20 countries. It also wanted to consolidate on one single vendor to simplify administration and support.

"We had acquired Océ a few years previously which had led to a heterogeneous mix of devices on the desktop and made management and maintenance more complicated. Therefore, the upgrade to Windows 7 was the ideal time to standardise on a common desktop platform," explains Bert Ter Heide, manager, desktop management department, Canon Europa NV. "We wanted a single desktop environment for each of our 17,000 users so there would be a consistent experience and streamlined support."

Canon Europe had an existing, successful relationship with HP and turned to it for advice as it was the only supplier that could provide a completely unified solution encompassing hardware, configuration and aftercare in every location.

"Only HP could provide the geographic scope, combined with best in class hardware and the ability to create a simple configuration model," adds Ter Heide. "This allowed us to work together to create a new paradigm for the desktop."

Solution

Simplified migration

Canon Europe selected a range of key user devices including the HP EliteBook, HP ProBook and HP ZBook, complete with three year next business day onsite Care Packs, ensuring full maintenance cover for the hardware. This enabled the company to give power users the speed and capacity required while less demanding users could use more cost-effective laptops. In total, Canon Europe purchased 7,000 new HP devices as well as migrating 10,000 existing machines from Windows XP to Windows 7.

To facilitate this transition, HP created a pre-tooled configuration process, automated by Microsoft System Center Configuration Manager (SCCM) and housed on a USB stick. This light-touch script gathers all the information from the existing environment, including user profiles and local data, saved on a secure location on the hard disk, installs Windows 7 and then restores the original data and settings.

Customer solution at a glance

Hardware

- HP EliteBook 840 G1
- HP EliteBook 820 G1
- HP ProBook 655
- HP ZBook 15 Mobile Workstation

HP services

- TS Configuration Services
- 3 year next business day on-site Care Packs

Thus a process that could normally take a day to complete, can happen within an hour with minimal manual intervention, meaning 30 plus desktops can be upgraded in parallel. Also, legacy Océ managed workstations were transformed into Canon managed workstations at the same time.

“We had a lack of experience rolling PCs out in batches and we have a lot of remote users and field engineers so we really needed a simple way of imaging and installing the new and existing devices,” continues Ter Heide. “HP’s USB installation approach was simple, effective and user friendly which helped us meet the deployment deadline within six months.”

Benefits

Flexibility and reliability

Canon Europe now has a standardised user environment for all users, providing the best performance and reliability depending on the needs of the user.

“We have 5,000 technicians who are always on the road and take their laptops with them everywhere so they need a robust and reliable machine. At the same time, our in-house software engineers require additional computing power so they can choose the HP ProBook,” says Ter Heide.

“Our self-service portal allows every user to select the most suitable device wrapped in a pre-configured, consistent software platform and experience.”

Courtesy of the new standard software platform, the performance and reliability of the devices has increased and calls to the support desk have declined dramatically. This has led to improved productivity and reduced frustration among users. Furthermore the inclusion of three year Care Packs means that any repairs will be carried out swiftly by HP, ensuring maximum up-time.

“HP understands the requirements and difficulties we face in the field and in the office and created a solution that meets those needs and alleviates the challenges,” concludes Ter Heide. “From Russia to Dubai to South Africa and Ireland, HP has ensured all our users can enjoy a stable, high-performing and consistent PC experience with optimal uptime.”

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