

THE PROBLEM

e-volve needed a strong partner with nationwide resources to complement its offering on a hardware rollout project. A large Australian Superannuation Fund awarded the project to e-volve; the project consisted of migrating approximately 500 users from Windows 7 to Windows 10.

IMPLEMENTING THE SOLUTION

e-volve set up guidelines, roles, and responsibilities and then delivered the equipment to the Superannuation Fund sites. Best engineers completed the device upgrades or swaps and supported users during the transition phase. Engineers were at each Superannuation Fund location to handover the machines, provide training and offer any other required assistance.

In the Sydney location, two engineers were engaged five days a week for six months. Multiple engineers worked for three months, at a number of other sites, including Wollongong, Perth, Forest Hill, Geelong, Canberra, Melbourne CBD, Port Macquarie, and Gymea.



THE RESULTS

The Superannuation Fund's migration from Windows 7 to 10 ran smoothly and was judged a success. Having a staff member onsite to provide support following the migration was another big plus as it provided an extra level of support for the client.

e-volve has since worked on the following Superannuation Fund projects:

- Backfilling of service desk employees across Sydney and Melbourne.
- QA testing of new desk technology and ongoing support.
- Windows 10 SOE migration across 300 laptops and two offices in Melbourne.
- Delivery and collection of imaged laptops to users working at home due to COVID-19.

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