

Deployment Service Overview

CoverIT Deployment Service provides the necessary expertise, tools and processes to address all aspects of a well-managed deployment program. With our nationwide coverage, we provide a consistent deployment experience across all of your locations. We recognize the importance of your data and the potential risks during a transition, and have developed specific procedures to help avoid loss or compromise of business-critical data. We fully integrate with your asset management capability to enable complete visibility of the replacement technology. Due to our detailed planning approach, Compugen is able to assume much of the risk associated with the cost of complex deployments, allowing you to budget more effectively.

Deployment Challenges

Today's technology deployments represent complex challenges to even the most mature IT departments. Success means looking beyond the deployment of the technology itself to ensure that other business concerns are addressed. Employees must be able to ramp up quickly on the new technology to avoid lapses in productivity. Aggressive schedules must be met to stay within business timelines and budget constraints. The impact of business-critical data loss could extend far beyond the anticipated value of the new technology.

New technology assets must be integrated into existing asset management systems for full technology lifecycle management. Balancing a technology deployment with ongoing IT operations could affect your entire IT organization.

Benefits to Your Organization

You can count on CoverIT Deployment Service for a best-in-class deployment methodology that minimizes project risk and cost. Your comprehensive, customer-specific deployment plan is validated in a series of structured pilot scenarios, resulting in tailored deployments designed to meet your exacting requirements. In-depth progress reporting enables accurate decision-making and management of deployment costs.

Deployment Service Features

Deployment Planning and Management

- Experienced Compugen Project Manager
- Project planning and kickoff sessions
- Deployment Plan with facility-specific procedures
- Site-specific Technician Install Checklists
- Comprehensive pilot to validate all planning prior to full deployment
- Project Risk Management Plan
- Integrated management of customer's vendors

Comprehensive Requirements Assessment

- Procedures, facilities, IT infrastructure
- Local language requirements
- Device configuration requirements
- IT security and asset management requirements
- Specifications for device storage and disposition

Image Design and Development

- Custom image design, development and test
- Testing of customer-developed images.



Device Staging and Deployment

- Product fulfillment and interim inventory management
- Device staging and configuration as per user requirements
- Device deployment and installation at the work location
- Device personalization with user-specific configuration
- Asset tagging and asset management data collection

New Technology Orientation

- On-site orientation training for new equipment
- Quick Reference charts for users
- Coordination of 3rd-party-provided training

Device Removal and Disposition

- Removal of devices from work location
- Device quarantine and sanitization
- Device disposition as per customer preferences

Asset and Configuration Management

- Complete inventory of device information
- Integration with customer's Asset Management system

Technical Support During and After Deployment

- Expert technical support during and after deployment
- Technical escalation procedures
- Transition of deployed devices to customer support

	Assist	Support	Manage	Strategize
Desktops & Peripherals	Help Desk	Desktop Support	Desktop Management	Trusted Advisor
Servers & Applications	Systems Readiness Audit	Systems Support	Systems Management	
Storage & Backup				
Communications Infrastructure				
Virtualization	Security Mgmt Audit	Security Support	Security Management	
Enterprise Security				
Managed Output	Print Management Audit		Print Management	

Technologies Covered

With deep partnerships and strategic alliances within the IT industry, Compugen has you covered with Deployment Service for desktops, laptops, mobile devices, printers and desktop applications.

With 15 locations coast to coast, we can meet your needs for full technology lifecycle management on a local or national scale. Contact us for further information on how Compugen's CoverIT Managed Services can keep your IT environment running smoothly, while reducing cost and freeing up your valuable IT staff.

