



## Overview

**Country or Region:** United States  
**Industry:** Data Processing Services

### Customer Profile

With approximately \$8 billion in revenues and 550,000 clients, ADP is one of the largest providers of a broad range of premier mission-critical, cost-effective transaction processing and information-based business solutions in selected markets on a global basis.

### Business Situation

When ADP was planning to migrate to Microsoft Windows Server 2003 with Active Directory from a Windows NT 4.0 infrastructure over the course of six months, the company first approached Microsoft to provide instruction and advice on the latest advancements in desktop deployment techniques.

### Solution

The Henson Group offered comprehensive advice to ADP by leveraging the Microsoft Solution Accelerator for Business Desktop Deployment (BDD), technology that provides clients with end-to-end solutions that include commercially available software, customized scripts, deployment planning guides, best practices, sample document templates, and analysis tools.

### Results & Benefits

- Created a software and hardware inventory
- Tested applications for compatibility with Windows XP Professional and mitigated compatibility issues
- Set up a lab environment with deployment and imaging servers to facilitate rapid testing
- Customized and packaged core and supplemental applications
- Automated desktop image creation and deployment
- Ensured that the desktop is hardened to improve security within the environment

## DATA PROCESSING POWERHOUSE RECEIVES CUSTOMIZED PROGRAM FOR PERFORMING ENTERPRISE-WIDE DESKTOP DEPLOYMENT

### AUTOMATIC DATA PROCESSING, INC.

*Microsoft Business Desktop Deployment (BDD) Program*

**“The Solution Accelerator for Business Desktop Deployment represents the collective body of knowledge, tools, and best practices distilled from deploying literally hundreds of thousands of systems by thousands of organizations around the globe of all sizes and scopes.”**

Mike Baiano, Principal Consultant, The Henson Group

**Award-winning Microsoft Gold Certified Partner**  
The Henson Group, Inc. (THG) provided a customized program to support a major Business Desktop Deployment Initiative based on an Architectural Design Session for Automatic Data Processing, Inc. (ADP).

### **BUSINESS SITUATION**

With approximately \$8 billion in revenues and 550,000 clients, ADP is one of the largest providers of a broad range of premier mission-critical, cost-effective transaction processing and information-based business solutions in the world.

When ADP was planning to migrate to Microsoft Windows Server 2003 with Active Directory from a Windows NT 4.0 infrastructure over the course of six months, the company first approached Microsoft to provide instructions and advice on the latest advancements in desktop deployment techniques.

For several years now, Microsoft has been investing substantially in developing so-called zero-touch deployment technologies. Zero Touch technology is designed to significantly reduce the cost of deploying and maintaining the business desktop across an organization. The business desktop is defined as the corporate standard computing platform consisting of the Windows Operating System (OS) and core productivity applications such as Microsoft Office plus other line-of-business applications.

Essentially, zero touch technology is a collection of tools and best practices that utilize existing solutions and methodologies



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— including, but not limited to, Sysprep, Microsoft Systems Management Server (SMS), Microsoft SQL Server, User State Migration Tool (USMT), and the SMS OS Deployment Feature Pack for disk imaging to enable OS deployment, refresh, and desktop replacement operations with little or no user input required.

Microsoft subsequently released this technology, along with prescriptive guidance based upon deployment best practices, as the Solution Accelerator for Business Desktop Deployment (BDD SA). BDD, or deploying Microsoft Windows, Office, and other applications to client computers, is an essential task for organizations of all sizes. Using the tools and guidance contained in the BDD Solution Accelerator, business desktops can be deployed using several methods depending on the number of client systems involved, available infrastructure, and skill level of IT staff.

“The Solution Accelerator for Business Desktop Deployment represents the collective body of knowledge, tools, and best practices distilled from deploying literally hundreds of thousands of systems by thousands of organizations around the globe of all sizes and scopes,” says THG Principal Consultant Mike Baiano, a Microsoft-trained desktop deployment specialist.

“Microsoft really listened to its customers, to understand and help alleviate their pain points around BDD with the end goal of reducing the time and cost of deployment and ensuring that organizations derive maximum benefit from their Microsoft solution,” Baiano adds. “This free but incredibly valuable prescriptive guidance clearly demonstrates Microsoft’s commitment to driving down the cost and complexity of BDD.”

In smaller organizations, the business desktop is typically deployed in a Lite-Touch scenario, referring to a hands-on, CD-based installation or purchase of systems with OEM versions of the operating system and applications already installed.

In larger organizations, such as ADP, more advanced deployment processes and technologies can simplify and automate deployment; provide for remote configuration and management; and streamline disaster recovery.

In this scenario, human intervention can be virtually eliminated by leveraging Zero-Touch deployment methodology. By combining technologies such as MOM and SMS with the Operating System Deployment (OSD) Feature Pack and BizTalk Server, business desktop deployments, replacements, and refreshes can take minutes instead of hours and cost a hundred dollars per workstation instead of a thousand or more.

The methods and tools chosen depend on your organizations current state of IT maturity. Environments for BDD fall into three primary categories: limited, basic, and well-managed.



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As such a massive migration will be driven by a BDD initiative, ADP approached Microsoft to explore the possibility of conducting an Architectural Design Session (ADS) focused on the latest BDD methodologies.

Considering that THG is designated a "Go To" Partner for desktop deployment engagements, Microsoft assigned this opportunity to THG to create a customized BDD workshop for this premier client.

THG currently offers a Microsoft Management Technologies Practice designed to provide expert-level services focused on the application of a core set of Microsoft technology products for managing Windows systems and infrastructures. This practice area focuses on core technologies such as MOM and SMS and specializes in leveraging them to optimize business desktop deployments to ensure the highest ROI for clients committed to the Microsoft platform.

THG's Microsoft Management Technologies Practice also reflects the scope and spirit of Microsoft's Dynamic Systems Initiative (DSI) and its focus on the effective management of enterprise IT systems.

This initiative unifies hardware, software and service vendors around a software architecture that enables customers to harness the power of industry-standard hardware, and brings simplicity, automation and flexibility to IT operations. The new breed of dynamic systems enabled by this software promises to streamline IT operations and lower costs for the enterprise datacenter and make datacenter capabilities accessible to a much broader array of businesses. The unifying software architecture centers on a System Definition Model (SDM) that provides a common contract between development, deployment and operations across the IT life cycle.

For ADP, DSI is important as Microsoft commenced delivering on this initiative with Windows Server 2003, the platform the processing company is migrating to. Support for the architecture and SDM also can be expected in future releases of the Visual Studio developer tools, Microsoft server applications and management solutions.

The Henson Group offers Microsoft Certified Systems Engineers (MCSE), many former Microsoft employees, staffing a Desktop Deployment Practice specializing in Staging, Tuning, Testing, and Configuration Services; Planning, Architecting, Creating, Maintaining, and Testing Corporate Images; and Packaging Applications, and Provisioning Images to New Users and Machines.



*As ADP learned, the tools and resources provided in the Microsoft Solution Accelerator for Business Desktop Deployment Enterprise Edition provide an excellent framework for highly-automated Lite -Touch deployment or fully automated, zero-touch deployment.*

The Henson Group is ranked in the top 10 US partners for desktop deployment services on Microsoft's Resource Directory (<http://directory.microsoft.com>), possesses both Microsoft's official Advanced Infrastructure Solutions Competency and the Networking Infrastructure Solutions Competency, is formally designated as a Microsoft Deployment Service Partners (DSP) in two categories (East Region and Enterprise Partner), and is a member of Microsoft's Mid-Market Desktop Deployment Program.

Further underscoring Microsoft's confidence in THG, Microsoft subsidized the complete cost of this engagement.

### **SOLUTION**

The Henson Group offered comprehensive advice and services to ADP by leveraging the Microsoft Solution Accelerator for Business Desktop Deployment (BDD), technology that provides clients with end-to-end solutions that include commercially available software, customized scripts, deployment planning guides, best practices, sample document templates, and analysis tools.

As ADP learned, the tools and resources provided in the Microsoft Solution Accelerator for Business Desktop Deployment Enterprise Edition provide an excellent framework for highly-automated Lite -Touch deployment or fully automated, zero-touch deployment.

Because ADP is in the category of a well-managed environment, it was advised to consider the Solution Accelerator for BDD to be the primary resource and toolset for desktop deployment.

Meanwhile, to deliver the overall knowledge transfer ADP required, The Henson Group developed a highly customized two-day BDD Workshop agenda with topics based on specific requests from ADP directly addressing its needs for the planned migration to Microsoft Windows Server 2003 with Active Directory from Windows NT 4.0, scheduled to commence within the six months subsequent to this engagement.

The agenda delivered by The Henson Group included:

#### **Module #1: Ensuring Desktop Security**

*Best practices for securing the desktop in preparation of the AD upgrade, including:*

- Windows XP Service Pack 2 security features
- Anti-virus solutions
- Patch Management with SUS
- Anti-spam solutions
- Desktop Firewall solutions
- Security Configuration Editor



*The Henson Group exceeded ADP's expectations by providing the sound planning and innovative guidance to enable the client to commence its ambitious migration.*

- Security Center
- Locking down the desktop with file system permissions and Group Policy
- Desktop and network File and Folder encryption
- BIOS level security
- Account Lockout and the use of strong passwords in AD
- Regulatory compliance
- Best Practices around security
- Enforcing Office 2003 policies
- AD & Group Policy and use of the Group Policy Management Console

### **Module #2: Optimum Desktop Management**

*Utilizing the wealth of tools available for managing the desktop by:*

- IntelliMirror
- Controlling the Desktop with Policies
- Using Active Directory Security Groups
- Locking down the Registry
- Use of Offline files, Folder Redirection, and Folder Synchronization
- DFS and File Replication Services
- Log on scripts
- Software restriction
- Self-healing software applications through effective application packaging
- Windows Installer
- Use of Local Installation Source in Office 2003
- User profiles
- Automation of software distribution  
SMS Value in AD world

### **Module #3: Systems Restore Strategies**

*How to effectively maintain a standard Business Desktop environment by:*

- Leveraging the built-in recovery tools within the Windows XP Operating System
- Re-imaging best practices
- System Restore, checkpoints, and the Recovery Console
- Remote Installation Services
- Image management  
BDD Solution Accelerator

### **RESULTS & BENEFITS**

The Henson Group exceeded ADP's expectations by providing the sound planning and innovative guidance to enable the client to commence its ambitious migration. The partnership between Microsoft and The Henson Group and its resultant synergy allowed the client to gain great perspective on the

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latest deployment methodologies, tools and techniques to move forward with confidence as it strives to simplify the migration process. This will enable them to create a better managed computing environment and realize all the benefits of the latest Microsoft platform.

This customized BDD workshop included extensive knowledge transfer and planning on both integrated Windows management technologies and Microsoft server products, such as Microsoft Operations Manager 2005 (MOM), Microsoft Systems Management Server 2003 (SMS), and the Solution Accelerator for Business Desktop Deployment (BDD).

“ADP had some unique requirements requiring us to really hone the ADS content to zero in on precisely the information they needed most,” said THG’s Baiano.

“Working with other THG BDD specialists, we took our years of collective desktop deployment experience plus Microsoft’s essential tools and prescriptive guidance as embodied in the BDD Solution Accelerator and produced a very targeted series of knowledge transfer sessions,” Baiano adds. “We were able to demonstrate to them the value of well-defined business process, and show how they could more effectively deploy the business desktop to dramatically improve their deployment experience and drive costs down.”

The Solution Accelerator for BDD, in particular, offered great potential to ADP, with its ability to deliver end-to-end guidance for efficient planning, building, testing, and deploying Microsoft Windows XP Professional x64 edition, Windows XP Tablet PC Edition, and Office Professional 2003 Editions. It would help ADP’s IT professionals realize a quick return on investment while also setting new standards for reliability, performance, security, and ease of use both now and in the future.

As The Henson Group demonstrated, this solution accelerator would provide ADP with the proven tools and best practices that enable its IT professionals to:

- Create a software and hardware inventory to assist in deployment planning
- Test applications for compatibility with Windows XP Professional and mitigate the compatibility issues discovered during the process
- Set up a lab environment with deployment and imaging servers to facilitate rapid testing
- Customize and package core and supplemental applications
- Automate desktop image creation and deployment
- Ensure that the desktop is hardened to improve security within the environment
- Manage processes and technologies to produce a comprehensive and integrated deployment



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To ensure ADP captures and retains the knowledge gained in this engagement, The Henson Group provided detailed documentation, tools, as well as an offer to extend additional services in the future to help them fully realize their deployment and systems management goals.

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