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Kemtah Awarded Imaging Assessment Work

May 6, 2011, Albuquerque, NM

A major mental health research institute awarded a contract to The Kemtah Group, Inc, a leading provider of IT Transformation services within the Healthcare industry, to evaluate the current PC Image configuration, the hardware and application portfolio, and the desktop update and patch management practices of the Institute. The assessment included the inspection of the current environment and configuration, the observation of the current image deployment process, and interviews of key personnel about both the processes and tools of image deployment, build and management. Kemtah also assessed the client's opportunity to migrate to Windows 7 and the possible challenges associated with that migration.

The assessment discovered that the Institute's image build process was partially automated using device images from a fully configured Windows XP SP3 workstation and a Symantec Ghost Image loaded to a Ghost deployment server. However, Post image load, field technicians had to perform a large number of manual configuration steps. These include manually installing the device specific drivers, installing additional applications, applying any security / service packs, and making a number of usability setting changes. Kemtah developed a roadmap that would allow the Institute to further automate their build processes and significantly decrease the time to build and deploy.

While these suggestions would improve the image process, Kemtah also recommended that the Institute focus on designing a more optimal image build and distribution model for Windows 7 deployment. In addition, Kemtah recommends that the Institute accelerate this project because Microsoft support, including security patched, will end in April 2014.

One accelerator of a refresh migration would be to not only image all refreshed machines with Windows 7, but also apply the Windows 7 image to all machines that require re-imaging as part of incident resolution. Kemtah estimates that this acceleration would reduce the total migration time to approximately 1.5 - 2 years.

About Kemtah

Headquartered in Albuquerque, New Mexico, the Kemtah Group is a premier IT Infrastructure Support and Transformation Services firm delivering IT Service Management and technology support throughout North America. Our experts help commercial and government organizations effectively optimize the people, processes, and technologies that comprise their IT departments using global standards such as ITIL, CoBIT, and ISO. Kemtah's managed service engagements have on average achieved cost reductions of 30% - 40% while simultaneously increasing productivity by 25% - 30%. We achieve these savings year-over-year through the introduction of efficient technology, aligning spending, and reengineering business processes. The company's footprint of service locations throughout the U.S., Canada, and Latin America enable the Kemtah Group to provide local, reliable, and cost-effective IT support.

More information about the Kemtah Group can be found on the web at <http://www.kemtah.com>.

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