

## Make PC changes easy

Besides tackling complex troubleshooting requests, the biggest challenges facing the help desk today are related to PC change projects. Whether you're implementing a company-wide initiative like migrating to a new Windows® Operating System, or simply managing the daily "one-off" PC changes; the key to user satisfaction and successful results is having a repeatable process in place that ensures downtime is kept to a minimum.

### Benefits

- Automatically preserve and migrate user personalities, reducing lost productivity time and service desk tickets while enhancing the user experience with refreshed or updated systems
- Manage end-user satisfaction with successful PC changes with a repeatable process in place that ensures minimal downtime
- Seamlessly migrate a large number of systems to a new Windows OS without spending hours configuring Microsoft® USMT
- Refresh a single PC or several workstations at one time

Quite often for end-users, familiarizing themselves with a new operating system takes time. Wouldn't it be an easier transition if your end-users could log on and instantly benefit from that new machine without the hassle of re-familiarizing themselves with their desktop or searching for missing files? Having a solution in place that automatically preserves and migrates user state data is a vital, but often overlooked component in these types of projects. To ensure productivity levels remain intact, and that support calls are kept to a minimum, the help desk needs to find a way to support PC change initiatives with minimal impact to the end-user and IT.

### Ease the manual burden of PC change initiatives

When it comes to any mass migration/upgrade, or even the ad-hoc PC replacement; these "changes" can be very time consuming for both the help desk and the end-user. Users want the ability to see and access their data files/structure, cookies, application settings, email signatures, wallpaper, etc. with the same ease as their original desktop. And the help desk is looking for an automated way to keep the user's personality intact during a PC "move" without spending a lot of time or manual effort.

With Numara® Track-It!® PC Migrate, IT is able to preserve their end-users' unique personalities and keep them intact on newly created/upgraded Windows PCs without manual intervention. End-user PC customizations are preserved including: data files/structure, customized layout, web favorites, application settings, drive mappings, wallpaper, email signatures and more, maximizing productivity and reducing learning curves.

Track-It! PC Migrate:

- Enables a simple and repeatable process that can be used to migrate a single user's machine as easily as one-thousand machines
- Provides the help desk a GUI-based solution eliminating the need for complex command-line tools
- Significantly reduces post-migration support calls and complaints about lost productivity because your end-user lost their personalized wallpaper or customized Microsoft Word dictionary
- Makes application upgrades easier and more efficient by performing cross-version migration of application settings and data

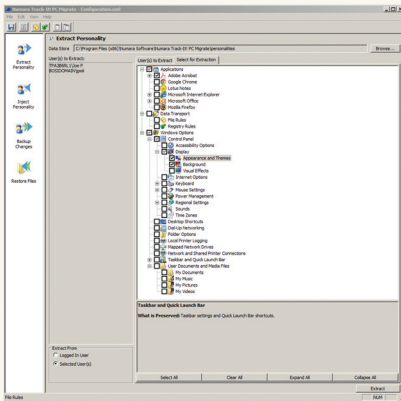
### Complement Windows OS deployments

With the wave of organizations making the move to Windows 7, it is every IT department's ultimate goal to seamlessly migrate to the new OS while keeping costs at bay and user productivity levels high. An often overlooked element of a successful Windows OS migration is not only the imaging/re-imaging of each machine, but also the extraction and injection of user personalities following the OS deployment. Track-It! PC Migrate works hand-in-hand with any imaging software for OS and software deployments to ensure zero impact to the end-user after the deployment is complete.

### Invest and immediately benefit

Spending minimal time on desktop configuration means money saved on labor costs. Additionally, many solutions out there today are built for the enterprise organization, which typically means a higher price tag, extraneous costs for unnecessary features and outside consultation, as well as a longer learning curve for the support staff expected to own these tasks. With Track-It! PC Migrate, IT support can quickly and easily fold this solution into their arsenal of utilities without the overhead or hassle of learning an enterprise-type solution that could be overkill in terms of their needs.





Quickly select what personality aspects you wish to extract for a single PC or a group. IT controls the path where data is stored for easy self-service functionality for backing up and restoring user state data.

## Features

- ❖ **Complement OSD:** Organizations who are using imaging software for OS and application deployment can use Track-It! PC Migrate hand-in-hand as part of the overall deployment process
- ❖ **Security Ensured:** Encrypt and password-protect sensitive data and settings and use HTTP(S) to isolate user state transport, storage and access from other network assets
- ❖ **Agent-less Migration:** Allows for agent-less migration with no install/ uninstall of Track-It! PC Migrate on the client
- ❖ **Zero-touch Migrations:** Define the source and target computer pairing for migrations in a mapping file with Injection Mapping
- ❖ **Updated Content Support:** support added for Acrobat Reader and Acrobat Pro versions, Google® Chrome, Mozilla® Firefox and more
- ❖ **Storage Policy:** Allows IT policy creators to decide which data files to retain, and where those files will be stored in order to standardize the environment and decrease support costs
- ❖ **User Interface:** Eliminate the need for command-line parameters and easily configure your user state migrations from an intuitive interface
- ❖ **Cross-Version Migration:** Migrate application settings across versions during software upgrades including Microsoft Office as well as non-Microsoft applications
- ❖ **Microsoft Office Support:** Migrate settings and data with full support for Microsoft Office 2003, 2007 and 2010 with unparalleled support for user settings
- ❖ **USB One-Off Option:** Store compressed data on removable storage and inject the user state onto the new machine for ad-hoc PC migrations

## The freedom to simply...choose

Track-It! PC Migrate is one part of a fully integrated family of Track-It! solutions. Each Track-It! product or capability automates and streamlines a specific IT challenge to help you reduce costs and improve service levels. Built from the ground up as a modular, yet integrated system, the Track-It! family of products provides a single, unified solution to simplify a diverse set of complex IT management needs.

### Track-It! family

- HelpDesk
- Inventory
- Remote
- Bar Code
- Change
- PC Migrate**

## Imagine...having the choice to:

- ❖ Keep your clients' productivity high through OS deployments and upgrades
- ❖ Simply employ a mass migration/upgrade or ad-hoc PC replacement all at once
- ❖ Image machines and preserve user state with one procedure

For more information on the minimum requirements necessary to use Track-It! PC Migrate, please refer to our Technical Specifications document available online.

## Who are we?

Numara® Software Inc. is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara® FootPrints® and Numara® Track-It!® collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



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