DEVELOPING A SURFACE IMAGING SOLUTION TO MEET EXACTING STANDARDS

Overview

Cisilion, a business that delivers next-generation IT infrastructure to some of the world's leading technology partners, approached Westcoast to help with one of its largest Housing Association customers. The requirement was to develop a process that would extend their customer's existing System Centre environment to allow the download of a customised image for the deployment of circa 2000 Microsoft Surface units via a secure network extension.

At a glance

- 2,000 Microsoft Surface units
- Secure and Customised imaging solution
- Asset tagging, inventory and serial number reporting
- Full Logistic Services

Challenge

Cisilion were providing a number of value added services to the customer including training, adoption and logistic services. However, the customer wanted the ability to have the devices unboxed, labelled/ asset tagged, checked for RMA and also imaged with a customer image prior to be being shipped to the numerous locations, ready for deployment to their users. The customer already had working and established image and deployment tools within their on-premises System Centre environment.

Cisilion also needed to asset tag the units and capture serial numbers in a customised report – with a special requirement of wearing gloves and use pens to prevent finger prints and marks.

Solution

Working closely with Cisilion, we finished early despite a tight deadline, and kept in close contact to resolve any issue immediately. As Westcoast Configuration operates on its own network, we were able to offer a hosted extension of the customers network and extend their SCCM environment, adding a distribution point within Westcoast' secure network with dedicated firewall links protecting the client's server which would be used to image the devices at Westcoasts' staging area.

We set up a dedicated area and developed a process to image circa 40 machines at a time. Our rigorous quality control checklist ensured each unit was completed to the exact requirement – every time.

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