

ETJ Solutions

IT Automation

Reducing your cost with One Click Installs

IT
Services

IT experts have been talking about simplification for years. That's fine, but there are a lot of machines to cover and there is a limitation on the number of technicians to do the job. What is vital is a standardisation solution that is so simple it removes the complexity from the process.....

What is a 'One Click' install? (IT Automation)

Using client engineered solutions for all software deployments - Operating Systems, Applications, Patches / Hotfixes, Application Updates

Elimination of hard stops within installations processes. No one required to baby sit an install

Optimized Solution - You have engineered the solution to your requirements so you are installing what you need to install. There is less of a possibility of an installation configuration error. Simplifying the deployment also improves your helpdesk 1st line call resolution rate

Business Agility - Allows for faster deployments and improves your end-user productivity by eliminating lengthy 'How do I' emails or waiting for a technician to do the installation

How do I start?

Simplify but don't over simplify – Don't limit your end-users and business unit's flexibility by over simplifying the process. Ensure you have gathered strong requirements and addressed all the must have requirements

Create a modular process - By simplifying the process into modules you can put the core components into a single element and pull the remaining modules as required. This gives you the flexibility of not having to re-engineer a solution every time there is a change to one aspect of it. It allows you to meet all of your end-user and business unit requirements by having different modules added to the process.

Ensure all processes are automated - Eliminate the need for a technician to baby sit an install or users reading lengthy 'How do I' emails. All modules must be able to complete without any user interaction

Create 'One Click' solutions - Driven by deployment requirements create scripts to automate the complete process

Create or use an existing administrative agent for installation if required

Why use 'One Click' solutions?

Because you can manage your IT environment in a very efficient way. 'One click' installs allow you to work on client simplification by standardising your machines with minimal impact to your IT staff as the client machine or the user is now the installation technician. You can proactively manage your client machines and react faster in a crisis as the 'one click' solution doesn't require application installation knowledge

Non-Optimized Deployments

A technician or a 'How do I email' typically addresses these deployment issues

- ◆ Multiple applications need to be installed
- ◆ Requesting user or machine information to complete the installation
- ◆ Applications not standardized across the hardware platforms
- ◆ The majority of the users have no administrator access to these machines
- ◆ Cross platform and application version deployment e.g.
 - NT4.0, Windows 2000 and Windows XP
 - Office 2000, Office 2002

Optimized Deployments

1. Gather your requirements
 - a. Scripted queries or Reports
2. Execute modules based on requirements
3. Log the modules success or failure (return to module if necessary)
4. Deployment complete

An Engineered Solution

Update from Version 3 to Version 4. Prerequisite for Windows 2000 is Hotfix Q003

