



## Guardian Media Group

Lifecycle Management Services: Provision and device deployment

theguardian

### Device transition and data migration

#### Who are they?

The group behind The Observer and The Guardian, which has been in print since 1821. The group are keen to function as a 'digital-first organisation', as shown by The Guardian's enthusiastic adoption of digital publishing and non-traditional platforms.

#### What was the problem?

Macs are a critical part of The Guardian's IT estate, and so it's important that they are kept up to date and in good repair. However, because journalists require constant access to their desktops Monday to Saturday, and would need instant access to all their on-device data to ensure continuity of operations, upgrading those Macs in a timely manner was a logistical challenge that The Guardian's internal IT team couldn't manage alone.

#### What was the solution?

It was important to The Guardian that their staff would not be disrupted during the changeover, so our project managers worked with the group to devise a six week rollout plan, in which the 1000 Macs would be installed in the office over a series of Sundays to avoid disrupting the working week. Then, our engineers wrote scripts to copy content from

users' existing devices to a server, and then back to the new devices, so they would have access to their local files despite being on totally new devices. We then wiped and resold the old devices to help The Guardian offset the cost of the upgrade.

To ensure that the smooth running of the group wasn't interrupted going forward, we introduced a two-week rolling repair service at a monthly fixed cost. As well as predictable repair costs, this gives the group's IT team a fixed schedule for the repair and return of devices, so they can provide end users with standardised interim services.

#### What were the benefits?

- **No disruption for end users** – the move was conducted over a series of Sundays, so the business could continue its Monday to Saturday hours without disruption.
- **Continuity of operations** for end users, as data on their previous devices was protected, removed and re-instated onto new machines so that they had instant access to all of their assets on Monday morning.
- **Reduced investment** by offsetting the proceeds from the resale of old devices, reducing the overall cost of the upgrade.

#### Why us?

The Guardian have been a long term customer of Jigsaw24, primarily buying Apple products – knowing the Jigsaw24 pedigree and attention to customer service made us a natural choice to manage the move, especially given that we work with a number of large publishers, and understand the complexities of their workflows.



**For more information about our Apple deployment services, get in touch with us on the details below.**