Kraft Kennedy

Managed Desktop

Managed Desktop is an innovative methodology developed by Kraft Kennedy to manage continual deployment, patching, and compatibility for your firm's desktops and mobile devices.

Full Application Lifecycle Management

Profile Management Updates

- User experience protected as applications are introduced or upgraded.
- OS updates supported with upgrades to the profile management platform.

User Data Migration Updates

- User experience protected when transitioning to a new device.
- Existing data migration platform upgraded to support OS updates.

Baseline Industry Practice Group Policy Settings

- Group Policy Objects configured to industry best practices when applications are introduced or updated.
- Delivery of recommendations for your environment, including for the development of new GPOs or modifications to existing ones.

QA Script Execution

- Execution of custom QA script library to ensure proper functionality of the key application set.

UAT Execution

- Identification of applications that require non-IT approval followed by individual user acceptance testing ("UAT").

Citrix Application Server (VDA) Updates and Testing

- Changes to applications and operating systems reflected in Citrix XenApp or XenDesktop.
- Updates to the Citrix-related environments subjected to functional testing, QA, and pilot phases.

Application Delivery

Deployment Infrastructure Updates

- Updates and patches to the application delivery platform (MDT, SCCM, or other) maintained to ensure efficient and streamlined package deployments.
- Systems scanned daily for issues and updated monthly to comply with security patching and other requirements.
- Changes to the environment comply with internal change management protocol.

Deployment Task Sequence Management

- Task sequence maintained, ensuring that you have a proven methodology for deployment and reimaging as requirements for Windows, Office, and other applications change.
- A specially designed "wipe and deploy" task sequence incorporates the updated builds of Windows, Office, and relevant applications.

In-Place Branch Update Process Development

- Development of an upgrade task sequence in the desktop management platform that includes the latest Current Branch for Business release of Windows and applies in-place to existing endpoints. Task sequence includes all prerequisite steps, installs the updated packages for all identified applications, and configures user environment updates required by the Windows upgrade or application updates.

Printer and Device Driver Updates

- Latest driver packs integrated and tested to support all required models as hardware is introduced or updated.

OS Deployment

Managed Pilot Testing and Remediation

- Testing of updates and QA.
- Deployment of test pilot with minimal disruption to users and remediation of issues found.
- Production deployment executed using a newly developed efficient deployment process.
- Deployment monitored for issues with individual systems and driven to completion.