

The Intel logo is positioned in the top left corner of the page, set against a blue background that is part of a larger graphic overlay. The background of the entire top section is a photograph of two office workers, a man and a woman, both wearing glasses and looking at a laptop screen. The man is on the left, and the woman is on the right. The overall tone is professional and collaborative.

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# 7 Obstacles to Watch Out for When Upgrading Your PC Fleet

Pens. Notepads. Sticky notes. Coffee. Employees require a lot of different things to get their work done.

However, nothing matches the importance of the PC. If you took away most people's computers, business would simply grind to a halt.

As a result, employees expect and demand to work with the best PCs possible. Because the technology continues to evolve by leaps and bounds, most enterprises have a regular cadence for their PC refresh cycle. By giving users a new computer every three years or so, you can ensure they have the speed and performance they need to run the latest applications and be their most productive selves.

While employees love getting a new computer, the process can be one massive headache for IT Ops. If handled incorrectly, PC fleet upgrades can introduce complexity that creates a lack of stability for employees throughout the organization, driving productivity to a halt—exactly what a new PC is supposed to prevent.

When upgrading your PC fleet, these are the seven obstacles you need to watch out for.

1



## Managing multiple platforms

Between outfitting new employees and replacing broken machines, large enterprises already have to deploy hundreds of new PCs a week. As a result, they only have so much bandwidth left over to upgrade old PCs with new devices. If an organization has hundreds of thousands of employees around the globe, all with different workstyles and performance requirements, this can result in lengthier deployment cycles that can lead to IT managing multiple platforms.

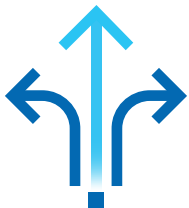
2



## Overcoming incompatibility

What's the big deal if everyone is working on a different platform? When a critical business application or an operating system issues an update, you have to make sure that all your employees are able to update their PCs without impacting performance. If you can't, you may run into some issues. Some employees might not have the features that others have. Some files may become incompatible with each other. Future updates, like security patches, may not be able to be deployed on all devices. This puts your enterprise at risk for everything from productivity dips to security breaches.

3



## Integrating new technology

Similarly, new technologies have the potential to be massive game changers in terms of how your employees work and communicate. Take Wi-Fi 6 as an example. With dramatically faster speeds, less latency, better traffic prioritization, and better security, it opens up new applications and uses that you can't even predict right now.<sup>1</sup> Should you have a wide variety of platforms of varying ages, components, and capabilities, you run the risk of employees having a substandard experience with the new technology or leaving them unable to leverage the technology completely.



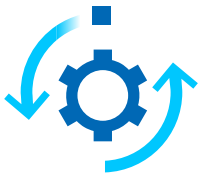
# 4



## Lengthy qualification cycles

Every time there's a major update like a new version of Windows, you have to spend valuable IT time testing the OS with all your business applications for compatibility before you can deploy it to all your users. The more devices, drivers, and components you have to test for, the longer it will take you to qualify the upgrade, preventing your organization from accessing the latest and greatest technology.

# 5



## Maintaining consistency

Once you select a new PC to roll out to your organization, it's just a simple matter of placing an order for 100,000 units and calling it a day, right? Not so fast. Because you only have so many hours in the day, it makes more sense to buy PCs in batches so you can deploy them effectively without having a bunch of new devices sitting in a warehouse collecting dust. The risk is that the PC manufacturer might keep tinkering with the PC you previously qualified by adding new drivers or components to later batches that weren't in the first batch. Instead of buying 100,000 versions of the same machine, you may end up with 50,000 versions of the one you qualified and 50,000 of the one you didn't.

# 6



## Maintaining a golden configuration

A golden configuration is the configuration you've created that your entire fleet is supposed to use. However, once PCs are sent out to employees you run the risk of users tweaking the configuration as they install new software or drivers, putting their PCs out of compliance. The more platforms you have to create a configuration for, the less likely you can create the one gold standard that rules them all or effectively scan the fleet to ensure that all devices are maintaining compliance.

# 7



## Overburdened IT Ops teams

Let's talk about you for a second. How are you doing? Too much on your plate? Not enough of you to go around? We hear you. The fact of the matter is that the expectations placed on IT have never been higher. Gone are the days of just worrying about setting up email servers. Business leaders now look to IT to drive the organization's digital transformation initiatives, keep the organization safe from hackers, implement the cutting edge of tech like artificial intelligence, advanced analytics, and Internet of Things —oh yes, and still set up email servers. The more complexity you add to your PC fleet upgrade process, the more work you make for yourself.

**The bottom line is that a PC upgrade can easily introduce more instability into your organization if you don't take the right approach. By using a program like the Intel® Stable IT Platform Program, you can help ensure that previously qualified platforms use the same drivers and components, allowing you to upgrade your PC fleet at your own pace while maintaining quality and performance.**

**[Learn more about Intel® Stable IT Platform Program.](#)**

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Your costs and results may vary.

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<sup>1</sup> Intel® Wi-Fi 6 (Gig+) products support optional 160 MHz channels, enabling the fastest possible theoretical maximum speeds (2402 Mbps) for typical 2x2 802.11 AX PC Wi-Fi products. Premium Intel® Wi-Fi 6 (Gig+) products enable 2-4X faster maximum theoretical speeds compared standard 2x2 (1201 Mbps) or 1x1 (600 Mbps) 802.11 AX PC Wi-Fi products, which only support the mandatory requirement of 80 MHz channels.