

# Tech Outlook



## Into the Sunset

As support for Windows XP ends, organizations must move to avoid risk and gain benefits.

**O**n April 8, Microsoft will end support for Windows XP, which means that security patches and other updates will no longer be available. Although the date has been well publicized for the better part of six years, there has been considerable foot-dragging among organizations and users who have depended on XP for some 13 years. The highly popular operating system still

commands nearly a third of the desktop OS market.

“There are a number of reasons why XP has retained such a foothold,” said Matt Merriman, VP of Professional Services, ProSys. “For one thing, it’s familiar and people like what they’re used to. In addition, XP still works, and people question why they should spend money fixing what’s not broken. And many end-users have very old versions of applications that won’t run on the newer operating systems.

“That said, it’s absolutely critical that organizations move quickly to eliminate the XP systems in their environment. Failure to do so will leave you exposed to substantial security risks and support challenges, while also wasting budget dollars that would be better used in IT modernization.”

Migrating to either Windows 7 or Windows 8 has become a business imperative. Deploying either of those newer operating systems on PCs and

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# Into the Sunset

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other devices powered by fourth-generation Intel Core vPro processors not only mitigates risk, but dramatically enhances business value through improved mobility, manageability and performance, which helps to reduce support costs and enables higher productivity.

## What's at Stake

Security is the most obvious risk facing XP users. Not only will Microsoft stop providing security patches and other updates, but security software vendors will almost certainly stop patching, updating and supporting products designed to work with XP. Many industry analysts have predicted that organized hacker and criminal groups are developing attacks in anticipation of unpatched XP systems.

Regulatory compliance also becomes a major concern. For example, regulators have warned financial institutions that they will be liable for lost or stolen credit-card data if they fail to upgrade from XP. Healthcare organizations responsible for protecting sensitive patient data and health information face similar compliance mandates.

The newer versions of Windows mitigate these security and compliance risks. Windows 7 provides dramatic security improvements over XP with kernel patch protection, service hardening and data execution prevention. Windows 8 goes even further, adding an enterprise-grade version of BitLocker data encryption, an enhanced version of DirectAccess for enforcing network-access policies, and Secure Boot to prevent malware from hijacking boot processes and concealing itself from in the OS.

Advanced security features embedded directly into the Intel Core vPro processors provide an additional layer of protection. Operating below the OS, features such as Intel Trusted Execution Technology and Intel Virtualization Technology protect against difficult-to-detect, penetrating rootkits and malware that threaten users working in cloud or virtual environments. Intel Identity Protection Technology includes embedded one-time password, built-in public key infrastructure (PKI) and protected transaction display.

## Productivity Gains

Beyond the security risks and compliance issues, organizations

maintaining an XP environment are plainly at a competitive disadvantage. Because it is two full generations behind Microsoft's current desktop operating system technology, XP either does not support or poorly supports features that have become commonplace on the latest PCs — including integrated wireless networking and Bluetooth adapters, more memory and faster USB performance.

“Microsoft's newest operating systems are loaded with tools and features that save time and make workers more productive,” said Merriman. “For example, Microsoft's Hyper-V virtualization technology embedded in Windows 8 Pro provides a readily available foundation for internal virtualization efforts and private-cloud initiatives.

“You can get the most benefit when those systems are running on devices powered by Intel's latest processors. The Intel Core vPro processor family delivers the best foundation for a Windows environment. These processors support running multiple, compute-intensive applications, allowing users to multitask and collaborate in ways that just aren't possible in an XP environment.”

## Rethinking Costs

“Organizations that have yet to begin a migration often cite costs as a reason for delaying the platform change, but they have to consider the potential for lost revenue, decreased productivity and image damage,” said Merriman. “The truth

**Windows 8 Pro**

### Consider the cost of not upgrading your PCs.

If your PC is more than four years old:

- You'll have **50% more problems** and **30% higher repair costs**<sup>1</sup>. Current systems are easier to manage, and built-in security features reduce malware incidents.
- You're losing **30% more time**<sup>1</sup>. New PCs have instant-on technologies and need fewer repairs.
- Your data is **less secure**. Upgrading gives you access to Intel® Anti-Theft Technology<sup>2</sup>, Intel® Identity Protection Technology<sup>3</sup>, and the advanced security features built into Windows 8.1 Pro, including BitLocker, BitLocker To Go, and Encrypted File System.
- Windows 8.1 is **6x more secure than Windows 7** & **21x more secure than Windows XP**.

**Did you know?** Support for Windows XP will end in April 2014.

<sup>1</sup>Source: TechInfo, Intel Small Business PC Refresh Study, May 2013.  
<sup>2</sup>No system can provide absolute security under all conditions. Requires an Intel Identity Protection Technology-enabled system, including a 2nd-gen Intel® Core™ processor enabled system, Internet and network, and protecting network. Consult your system manufacturer. Intel assumes no liability for loss or stolen data under systems of any make, strength, or name.  
<sup>3</sup>Windows Live Photos, and particularly under all conditions. Requires an Intel Identity Protection Technology-enabled system, including a 2nd-gen Intel® Core™ processor enabled system, Internet and network, and protecting network. Consult your system manufacturer. Intel assumes no liability for loss or stolen data under systems of any make, strength, or name.  
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is that, on the whole, a move to Windows 7 or Windows 8 not only delivers key business improvements but has a demonstrable financial benefit in the form of investment versus cost avoidance.”

Support and remediation costs for XP are likely to rise rapidly over the next few years, significantly increasing the total cost of ownership (TCO) for those who don't migrate. In a recent study, Intel found that repair costs for older PCs typically exceed the purchase price of new machines. The Intel Small Business PC Refresh Study released in October 2013 found that older PCs have 50 percent more problems with 30 percent higher repair costs.

“It's really a simple formula: a new Windows 7 or Windows 8 PC is going to be more cost-effective because it is easier to manage, it operates more efficiently and it reduces remediation costs by keeping you more secure,” said Merriman.

## Getting In Touch

To date, most organizations migrating from XP have decided to go with the four-year-old Windows 7 platform, which has some of the same look and feel of XP with greatly improved performance. Windows 7 now owns nearly half of the desktop OS market share, compared to about 10 percent for Windows 8, according to NetMarketShare.

However, there are good reasons to standardize on Windows 8, as Intel recently announced it would do. More than a traditional OS update, Windows 8 represents a shift to a “touch-focused” style of computing that is becoming increasingly popular with the growth of smartphones and tablet computers.

“Windows 8 combines mainstream enterprise client computing and a touch-driven experience on a single platform,” said Merriman. “It is likely an evitable transition in the future, but Windows 8 offers organizations the immediate benefit of delivering a consistent user experience across PCs, laptops, tablets and smartphones.”

After a rough start when it was launched in 2001, XP eventually evolved into what most consider the most user-friendly and stable version of Windows ever produced. However, it wasn't designed for today's computing needs, and its continued use will bring substantial risk after April 8. Organizations can alleviate those risks and create substantial IT and business benefits by acting now to retire XP and migrate to a platform built for today's more demanding requirements.

# Tech Outlook

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# Mobility's Next Phase

*Organizations must address challenges of making key applications available to mobile users.*

**E**nterprise mobility is one of the hottest topics in IT and will remain high on the list of priorities for CIOs through 2014. As organizations innovate and re-engineer business processes to leverage emerging mobility technologies, they are focused on solutions that drive productivity, efficiency and job satisfaction.

Applications may be key to the next phase of enterprise mobility as end-users clamor for organizations to mobilize existing enterprise apps or create new ones for smartphones and tablets. However, as Ovum notes in its Enterprise Mobility 2014 Trends-to-Watch report, application mobilization creates numerous challenges for the enterprise.

One such challenge is providing a universal user experience across multiple device platforms with various user interfaces and operating systems, and then tightly integrating everything with internal systems. Ovum says this moves mobility initiatives away from a device-centric problem to an IT corporate management problem, with implications for secure access, content, application and business intelligence.

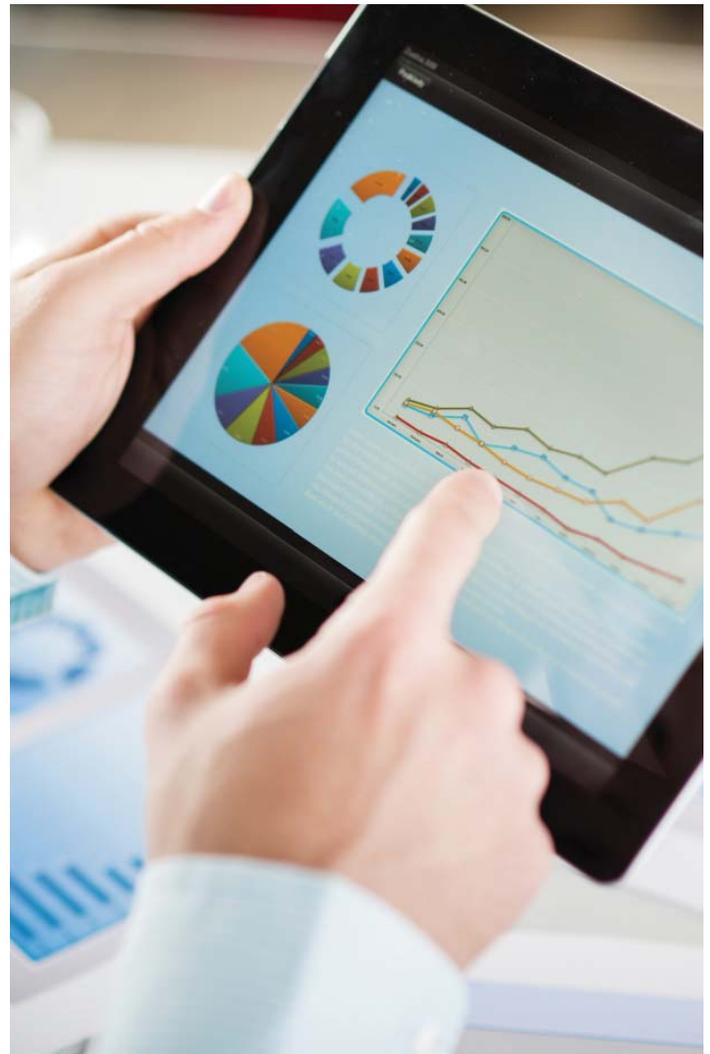
## The Waiting Game

In a recent survey of 300 IT decision-makers in the U.S. and U.K., Mobile Helix found that while organizations have a clear understanding of the benefits and drivers from the end-user community, they have not yet mobilized many applications. A large percentage are delaying full deployment of enterprise apps on mobile devices due to concerns around cost, complexity and security.

The survey showed that there is compelling end-user demand for sensitive corporate data and apps to be available on mobile devices — 87 percent of CIOs said their employees want more access to enterprise data and applications on their mobile devices. Decision-makers also recognize the efficiency gains that mobility can deliver, with CIOs expecting a 36 percent increase in productivity across the business if key enterprise applications were mobilized.

On average, companies had more than 400 custom and packaged applications within their organization. Some progress is being made to make these available on mobile devices, with 71 percent of companies reporting that steps have been taken to develop applications for mobile use and another 20 percent planning to develop apps for mobile use in the near future.

Yet only 22 percent of enterprise applications can actually be accessed from mobile devices. This is in spite of the



fact that 86 percent of companies have developed standard web applications and 53 percent of enterprise apps are now browser-based, which would make mobilization relatively easy and cost-effective.

“Users expect critical data and applications to be available on any device and in any context, both in mobile and fixed environments, in the way that is most familiar and convenient to them. CIOs understand the obvious benefits of empowering employees and making them more productive, yet only a small proportion of enterprise apps and critical data are currently mobilized,” said Matt Bancroft, co-Founder and COO for Mobile Helix.

“Why aren’t more enterprise apps available on any device? We all want apps and data to be available to employees when they need them using the tools that are available at that time. Companies need to bridge app silos in the enterprise

and ensure applications work in both fixed and mobile to deliver a seamless converged app experience.”

## HTML5 the Key?

The survey found that there are a range of factors impeding the deployment and adoption of enterprise applications on mobile devices. Sixty-five percent of CIOs blamed delays on development costs, 63 percent cited security concerns and 48 percent said they are worried about increased cost of support and maintenance.

The survey found that the vast majority of CIOs (81 percent) believe that the cost of developing or re-engineering enterprise applications for use on mobile devices is currently too high because of the fragmented and complex nature of the mobile market. In fact, 65 percent claimed that mobilizing enterprise applications is too complex, and 64 percent expressed concern that legacy enterprise applications on mobile devices typically don't support touch and swipe, which seriously diminishes the user experience.

When looking at native application development specifically, only a third of respondents (32 percent) felt they had the necessary skills within the organization to develop such

apps. Almost half (47 percent) that had developed a native app said they would have reservations about doing so again due to the time, cost and complexity involved.

Going forward, the HTML5 markup language could clear the way for increasing levels of application mobilization. HTML5 mobile apps can be developed once and run on many different platforms. For organizations that wish to preserve features of their native applications, hybrid apps using HTML5 for the user interface can provide functionality for multiple device platforms.

“The current approach to mobility is limiting the market – enterprises are now looking for solutions that will allow them to develop and deliver apps to their employees simply and cost-effectively,” Bancroft said. “Companies already have the infrastructure and skills to mobilize, deliver and support enterprise applications in a cost-effective way, while still ensuring enterprise-grade security. Every device platform on the market today has a high performance, HTML5-compliant engine. By taking this HTML5 browser-based approach, corporate IT can build a unified applications platform that extends across devices of all shapes and sizes, without compromise in functionality, performance, or security.”



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# Managing the Supply Chain

*Study identifies key trends to help companies improve their operations.*

Recent headlines have illustrated how rising complexity in global operations can lead to significant breakdowns in the supply chain — the most scandalous example being the discovery of horse meat in processed beef products across Europe. Investigators say the multi-tiered nature of the food industry’s supply chain invited instances of fraud by several suppliers.

In the technology industry, the 2011 earthquake and tsunami in Japan and devastating floods in Thailand in each of the past two years have caused serious disruptions in the flow of microprocessors, hard drives and a host of other components. These events, and more, have led organizations in all industries across the globe to reassess the complexity, security and reliability of the modern supply chain.

It is impossible to overestimate the importance of supply-chain management for the modern organization. Reliable product delivery not only impacts sales revenues and inventory levels, it accounts for up to 70 percent of costs in some organizations, including capital expenditures, transportation costs and real-estate utilization.

A recent report from the University of Tennessee’s Global Supply Chain Institute pinpoints 10 “game-changing” supply chain trends that can help companies improve their operations. The Institute defines a game-changing trend is one that greatly impacts

a firm's shareholder value and can be extremely difficult to implement successfully.

"This research confirmed that world-class companies need to revisit these trends on a regular basis to stay abreast in today's dynamic and rapidly changing environment," said Paul Dittmann, executive director of UT's Global Supply Chain Institute. "Companies also must be open to considering new challenges, such as the application of business analytics to big data and cloud-based applications."

The Institute surveyed 163 supply chain professionals from 132 global companies to develop the list. Companies surveyed ranged in size of revenue from \$75 million to \$500 million. Twenty-seven percent of the participants were retailers, 59 percent were manufacturers and 14 percent were service providers.

"The study highlights some of the latest trends that companies must consider as they look to the future," said Brad Newman, principal at Ernst & Young LLP, a cosponsor of the study. "While there have been strides made to address such issues as cross-functional integration and collaboration, companies need to be even more diligent about how they leverage new sources of data to address the unique needs and economics of different customer and product segments."

The 10 trends addressed in the survey are:

### **Customer relationship management**

Leading companies are successfully segmenting their products and customers and developing tailored supply chain solutions for each segment. This approach allowed one firm to eliminate nearly half (48 percent) of its inventory while still improving on-shelf availability from 96 percent to nearly 100 percent.

### **Collaborative relationships**

A win-win collaboration between supplier and customer may be rare, but it can produce amazing results. These collaborations should be built on a foundation of common metrics, shared benefits and trust. OfficeMax collaborated with its supplier Avery Dennison to increase revenue by more than 22 percent, achieve product availability of more than 99 percent, decrease inventory by 34 percent, and save more than \$11 million in logistics costs.

### **Transformational strategy**

Only 16 percent of firms have a documented, multiyear supply chain strategy, yet developing these strategies can produce spectacular results. Whirlpool used a transformational strategy to deliver record-high service levels while decreasing

inventory levels by more than \$100 million and logistics costs by \$20 million.

### **Process integration**

Of great concern to supply chain organizations is the functional silos that still exist and disrupt supply chain performance. One opportunity that can have tremendous impact is integrating purchasing and logistics. Although both functions are traditional supply chain functions, the research confirmed significant payback when these two areas align their objectives and operating plans.

### **Driver-based metrics**

Simply changing the performance measurement and goal-setting system inside a firm can greatly enhance overall supply chain performance. Procter & Gamble applied this concept and dramatically increased customer service levels, market share and sales.

### **Information sharing and visibility**

Firms are changing the game by sharing and linking together masses of information from multiple sources (big data) and interpreting the data using business analytics expertise.

### **Demand management**

Increasing forecasting accuracy along with integrating the demand and supply functions across the supply chain can drive higher revenue, lower working capital and decrease costs. Leading companies are leveraging big data and new approaches to better forecast demand.

### **Talent management**

Talent management is the number one requirement for transforming a supply chain. Critical competencies in hiring top supply chain talent include global orientation, leadership and business skills, and technical savvy.

### **Virtual integration**

One of the fundamentals of a great supply chain is for a company to stick to what it does well — its core competencies — and leave the rest to world-class service providers. When outsourcing, firms should create a win-win vested outsourcing framework with its service providers.

### **Value-based management**

Supply chain excellence is the key to creating shareholder value. On average, the supply chain controls 100 percent of the inventory, manages 60 percent to 70 percent of cost of goods sold and provides the foundation to generate revenue by delivering outstanding availability.



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