



Softcat navigates its way to improved user experience with Windows 11

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Softcat has been providing award-winning IT solutions to leading UK businesses and public sector organisations for more than 25 years.

It's helped more than 10,000 longstanding clients access leading edge solutions supported by the most up-to-date technologies. Every engagement is underpinned by knowledgeable, sector-specific support services to enable clients to enhance business agility and responsiveness. Their 250+ dedicated service professionals, including

support analysts, developers and highly trained consultants, collaborate closely with leading IT providers. This helps ensure Softcat delivers high-level customer service and keeps pace with the very latest technological developments to provide unparalleled support and insight to a broad range of businesses.

Key Facts

1

25 years of providing leading edge technologies to commercial and public sector clients

2

10,000+ longstanding customers

3

Platinum Microsoft Partner for over three decades

The Challenge

As with any migration to a new version of Windows, the team at Softcat were required to adopt early to make sure their employees had the newest tech in hand.

“As a reseller, wherever possible we want our employees to be using, and have hands on experience with the latest

technology. Being an early adopter of Windows 11 meant we could talk to customers about our own experience with the migration, so we made the move in November 2023”

- Megan Leadbetter - Head of IT Operations, Softcat

Critical Success Factors

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Ensure a smooth transition to Windows 11 while maintaining productivity and user experience

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Utilize Intune for a zero-touch upgrade process

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Upgrade to windows 11 before a scheduled device upgrade

The Solution

With the upcoming device upgrade, Megan’s team were keen to get users upgraded prior to receiving their new laptops, so that they were comfortable and familiar with Windows 11 as soon as possible. Softcat leveraged Intune to facilitate the upgrade without the need for manual intervention or engaging partners.

“Using Intune saved so much time compared to the old school way of visiting all of our offices with USB drives upgrading everybody manually!” Said Megan. “It allowed

us to deliver a zero touch rollout, and when I say zero touch we really didn’t have to do anything – all the user had to do was restart when prompted and the update was installed”

Windows 11 offered a more intuitive user experience, with improved search functionality and a modern, polished look. The integration with Microsoft Teams is smoother, and updates are quicker and more efficient.

Solution Highlights

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Leveraging Intune for a zero-touch upgrade process

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Timing the upgrade with a laptop refresh to ensure devices come with Windows 11 pre-installed

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Improved user experience with Windows 11’s intuitive interface and enhanced features

The Benefits

“ Personally, what I really like about Windows 11 is the new navigation and productivity elements like the snap layouts and smart searches from the taskbar. When we educated our employees about these features they get a lot of use from them. Windows 11 also comes with a lot more accessibility features, like colourblind filters natively where people would have had to download third party apps in the past. ”

Megan Leadbetter
Head of IT Operations, Softcat

Windows 11 has enabled Softcat to internally create a reliable, trusted user experience with improved productivity and accessibility enhancements. Megan commented: “we’ve found the integrations with the Microsoft suite to be much slicker and of course copilot was integrated from the get go so that was a massive benefit”.

Microsoft’s embedded AI-driven features provide simplified access to relevant content and tools, aligning with Softcat’s Five Major IT Priorities. The solution has helped thousands of users, across diverse teams, save valuable time, share knowledge more effectively, and trust that the information they’re accessing is relevant and truly reflects Softcat’s current portfolio of services and solutions.

Benefits at a Glance

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Improved user experience and productivity with Windows 11

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Enhanced integrations with Microsoft Teams and the office suite

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Facilitates more effective knowledge and information sharing across the business

Why softcat

Softcat, through undergoing this experience themselves as end users, have an intimate knowledge of Windows 11 migrations. When asked what our customer should consider when preparing for the move to Windows 11, Megan responded with the below:

Our commitment to actively implement today’s technologies, work on them to wring best value out of them and subsequently pass on that real-world knowledge to our customers, illustrates why we have become such a trusted provider to so many customers. The work we have done with Windows 11 has the capacity to have a profound, longstanding impact on not just its ours, but our customer’s operational efficiency for years to come.

“ I think the real messaging when we were rolling out Windows 11 to our employees is that it really isn’t too different to use than Windows 10. I think people could be apprehensive about huge changes like when we jumped from Windows 7 to 10, but this time your end users will be much more confident in how the OS works as it all feels familiar, just more refined. ”

Megan Leadbetter – Head of IT Operations, Softcat