

A woman with brown hair and glasses, wearing a white blouse, is seated at a desk in an office. She is looking down at a stack of papers she is holding. The desk has a computer monitor, a pen holder with pens, and a keyboard. A large, semi-circular graphic with a gradient from pink to orange to yellow is positioned behind her. The background is a blurred office environment with a lamp and a whiteboard.

Windows 11 adoption can't wait:  
Start your 7-step plan with SHI

“

The best time to plant a tree was 20 years ago. The second-best time is now.”

– Chinese Proverb

Unless you're a descendant of Nostradamus, it's unlikely you started planning your Windows 11 migration 20 years ago. But if you haven't started yet, the best time to start is today – and SHI is here to help.

[Get started](#)

## Why now?

Windows 10 will reach [end of support](#) on **October 14, 2025**. If your current devices aren't compatible with Windows 11, or their performance is impacting your end-user experience, you need to start planning your device refresh sooner rather than later.

According to the [IDC Business Value of Intel Security for PCs report](#), upgrading to Windows 11 Pro devices on Intel vPro will save you \$934 per PC over the next five years, or 14%. A refresh will also reduce your lost productivity, PC security, and performance issues by 22%.

## Why Windows 11?

[Forrester](#) reports a three-year ROI of 250% for Windows 11 and payback in just 6 months.

The report also revealed how Windows 11:

- Reduced the risk of a successful security attack by 20%
- Increased end-user productivity by 15%
- Decreased in time for deployment of devices by 25%
- Increased productivity for security and IT teams by 20%

Source: Commissioned study delivered by Forrester Consulting “*The Total Economic Impact™ of Windows 11 Pro Devices*”, December 2022. Note, quantified benefits reflect results over three years combined into a single composite organization that generates \$1 billion in annual revenue, has 2,000 employees, refreshes hardware on a four-year cycle, and migrates the entirety of its workforce to Windows 11 devices.

# Why SHI?

For over three decades, SHI has partnered with Microsoft to deliver hardware, software, and everything in between. Together, we know how to build a modern workplace environment, and our experts are trained to help you migrate, modernize, optimize, and manage your Microsoft investment – including Windows 11 PCs.


We also have award-winning partnerships with leading device and chip manufacturers, including AMD, Dell, HP, Intel, and Lenovo. Regardless of your organization's specifications, we can help you roll out Windows 11 PCs from selection and procurement throughout the entire device lifecycle.



# Jumpstart your Windows 11 adoption in 7 steps

1. Find out if you can upgrade your existing hardware
2. Select the Windows 11 devices your users need
3. Identify the right financing
4. Recover your old devices
5. Transform with modern management for today's workplace
6. Think about your people to maximize adoption
7. Start at the end with proactive planning





Step 1 – Find out if you can upgrade  
your existing hardware



If your current end-user devices have Windows 10 installed, or if you just purchased new PCs. However, not all devices running Windows 10 can receive the Windows 11 upgrade.

**Check** if your devices are Windows 11 compatible.

# Refresh is a smart choice

Your PCs with Windows 11 Pro can incrementally improve productivity. [These devices](#) are optimized for the hybrid experience, making them a smart choice for modern work.

Even if your end-user devices are eligible for the Windows 11 upgrade, reevaluate your refresh timelines and ask yourself:

- How old are your laptops and PCs?
- Is it worth investing in new hardware instead of updating the OS on machines slated for retirement within the next 12 months?
- Are all your mission-critical apps optimized on legacy hardware?
- Who will perform the migration to Windows 11?



Step 2 – Select the Windows 11 devices  
your users need

“

The technology experiences that employers provide will more or less define the employee experience.”

– [Harvard Business Review](#)

The right technology is critical to the digital employee experience (DEX). Start by considering:

- **Persona-based use cases.** Investigate required functions for each device, along with users' environments, required applications, and preferences.
- **Brand options.** Should you stick with your current brand or try new ones?
- **Form factors.** Notebooks, desktops, tablets, 2-in-1s, ruggedized devices... Your choice should complement how the tech will be used.
- **Device capabilities.** Processors, memory, graphics performance, storage, and other options should match the intended function.

Choose your devices strategically based on actual user needs and software requirements.

**Engage your SHI account executive to identify and evaluate up to five devices to gain hands-on experience before purchasing.**

Looking for a guided approach to put your technology options to the test?

SHI's [Customer Innovation Center](#) offers a certified mockup of your existing environment to evaluate potential solutions, build a data-driven strategy, and simplify IT adoption with the help from our 100+ technical experts.





Step 3 – Identify the right financing



Part of choosing the best Windows 11 devices is understanding the costs and available financing options.

In an unpredictable economy, it is critical to look beyond the upfront cost and consider:

**Total cost of ownership (TCO)**

This includes the device, services, and logistics, as well as the soft dollar productivity impact.

**Flexibility of the contractual commitments**

Decide contract length and payment frequency, aligned with your refresh cycles and contract end dates. Consider this: will your supplier support you in case of unexpected events, such as workforce changes, policy shifts, or a global health crisis?

**Access to the best financing options**

Do you want to buy, lease, or rent? Would a loan suit your business needs?

At SHI, we offer both procurement and payment solutions with dedicated teams of financing experts to help.

We have tailored payment options for hardware, software, and services contracts. Additionally, our partner network allows you to choose from a wide range of brands, so you are not limited to vendor financing solutions.

SHI Capital offers short- and long-term leasing and financing options, plus:

#### **Structured payments**

Work out a payment plan that fits your finances and regular payment runs.

#### **Improved capital management**

SHI can provide financing that frees up working capital for other investments.

#### **Simplified forecasting**

Benefit from one managed contract covering both the financing and the hardware.

#### **Flexible financing**

Our financing options include 100% financing, flexible lease structures, and hybrid options, all designed to meet modern demands.

## **Why finance technology?**

1. Adopt the latest technology sooner to help attain your strategic business goals.
2. Establish flexible payment schedules that meet your monthly, quarterly, or annual ledger requirements.
3. Explore discounted multiyear subscriptions that serve your business plans.

We can also help you access leading OEM options through our strong partnerships.



**HPE** Financial Services

Lenovo  
**Financial Services**

**Dell**  
Financial  
Services™



Step 4 – Recover your old devices

Before rolling out new Windows 11 devices, you'll need to devise a plan for how you'll retrieve and liquidate your current fleet from your dispersed workforce. You should also consider how you'll address data security and environmental impacts while exploring costs.

Our asset recovery checklist can ease the process:



**Recover:** Proper asset management is critical for device lifecycle management. Start with a recovery plan from the outset, and don't wait until the end.



**Reuse:** You can wipe the data and choose to add an extended warranty. Then, you can redeploy to other users, or donate the device to support your ESG initiatives.



**Resell:** A three-year-old laptop typically retains only 30% of its original value, but repairing and revamping can increase its resale value. You may also earn carbon credits to support your green goals.



**Recycle:** When your device is no longer useful, you face the growing challenge of complying with e-waste regulation.

SHI provides secure IT asset recovery that unlocks business value and doesn't cost the earth.

By sustainably partnering with SHI, you can rely on us to:

- Recover and dispose of aging IT equipment.
- Make it easy for your dispersed workforce to return devices easily and securely with our QR code service.
- Safeguard sensitive data with a rigorous end-to-end chain of custody system and secure destruction to U.S. DoD 5220.22-M and NIST SP 800-88 Rev. 1 guidelines.
- Responsibly and securely recycle devices in compliance with international standards and local legislation, reducing carbon footprint.
- Offer visibility and management through an online portal for planning logistics, tracking equipment, and reporting.
- Provide flexible buy-back with tangible value through perpetual asset recovery credits.

#### **Dedicated team of experts**

You will have a dedicated team of SHI-badged asset recovery experts to help you at every step.

#### **Tangible value**

Receive value back from your hardware that can be attributed to your SHI account and applied toward your next project.

#### **Detailed reporting**

We provide thorough reports (including chain of custody reports and certificates of destruction) and photographic evidence throughout.

#### **Device grading scale**

We provide a value-add transparent grading scale for your hardware including photos taken for any devices given a "D" or "F" grade.

#### **Environmentally responsible asset disposal**

We have established R2 e-steward compliant partnerships across the globe.



Step 5 – Transform with modern  
management for today's workplace

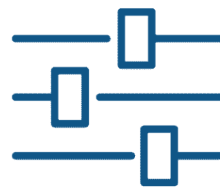
To effectively manage today's Windows 11-enabled hybrid workforce, it's essential to have modern management solutions.



### Configuration

Manual configuration increases security risks and decreases user productivity – not to mention burning IT staff time that could be better used on strategic initiatives.

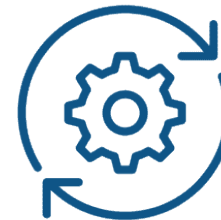
Smart configuration management is automated with real-time tracking, compliance checks, and predictive analytics to optimize device configurations based on user needs and security threats.



### Customization

In the DEX era, personalization is key. Customizing devices and providing personalized swag to new hire and refresh kits makes employees feel valued, engaged, and invested in their roles.

Automated processes can apply user-specific configurations and user profiles.



### Deployment

Leveraging [Zero Touch X](#) to streamline deployment automates the process and minimizes IT involvement while predictive analytics improves forecasting and scheduling.

Using modern tools, such as Intune, employees are able to use their new devices and be effective in minutes.



### Endpoint management

Your device management solution should enable configuration, enrollment, security, control, and monitoring of your devices on multiple operating systems, all from a single console.



SHI can provide end-user device management that supports your objectives without hindering productivity.

Our network of configuration experts and [Integration Centers](#) makes configuring and shipping customized hardware seamless. We provide cost savings at every step and for every deployment size.

[Take a virtual tour](#) of Knox, our state-of-the-art integration center that configures and deploys more than 4.5 million devices annually.



## SHI's Integration Services: 5 ways to solve what's next

1. **Reduce overhead costs** – only pay for what you use, when you need it.
2. **Avoid new labor costs and optimize resources** instead of hiring and training new IT staff.
3. **Access our team's expertise and experience** in the latest technologies.
4. **Expedite deployment times** with preconfigured systems and a customized plan that fits your needs.
5. **Decrease risk** with informed decision-making, utilizing SHI's industry best practices and vast vendor partnerships.



Step 6 – Think about your people to maximize adoption

To ensure successful Windows 11 technology adoption, consider the human factor.

With effective change management, you can turn reluctant employees into happy adopters.

### **Clarify your purpose**

Encourage your employees to embrace change by providing a compelling answer to the question, “What’s in it for me?”

### **Define your user personas**

Defining your organization’s user personas can help you predict how a sweeping change will impact different departments, teams, and roles.

### **Create a diverse champion network**

A champion network includes employees from different departments and leadership levels who are all invested in adopting and providing feedback for your new technology.

### **Develop your communication campaign**

A significant technology change only has one chance to make a strong first impression. When first communicating a change, ensure your message is clear, persuasive, and, most importantly, heard.

### **Deliver blended training programs**


Before and after introducing new tools, it is important to properly train your employees. A blended approach is recommended, unifying multiple training methods, incorporating live trainings led in-person or online, eLearning, reference guides, FAQs, demos, and tutorials.

### **Measure your effectiveness and adjust**

After training and communications, survey your users again to identify successes, failures, and areas for more training. Additionally, provide a platform for open-ended feedback.

SHI's comprehensive [training and adoption services](#) ensure your users benefit from and enjoy new technology.

With 30 years of experience training both Fortune 500 companies and small to medium-sized organizations, we provide customized training to increase technology adoption and employee productivity. We offer personalized learning options including micro-sessions and custom online, on-demand, and on-site training.



Step 7 – Start at the end with proactive planning

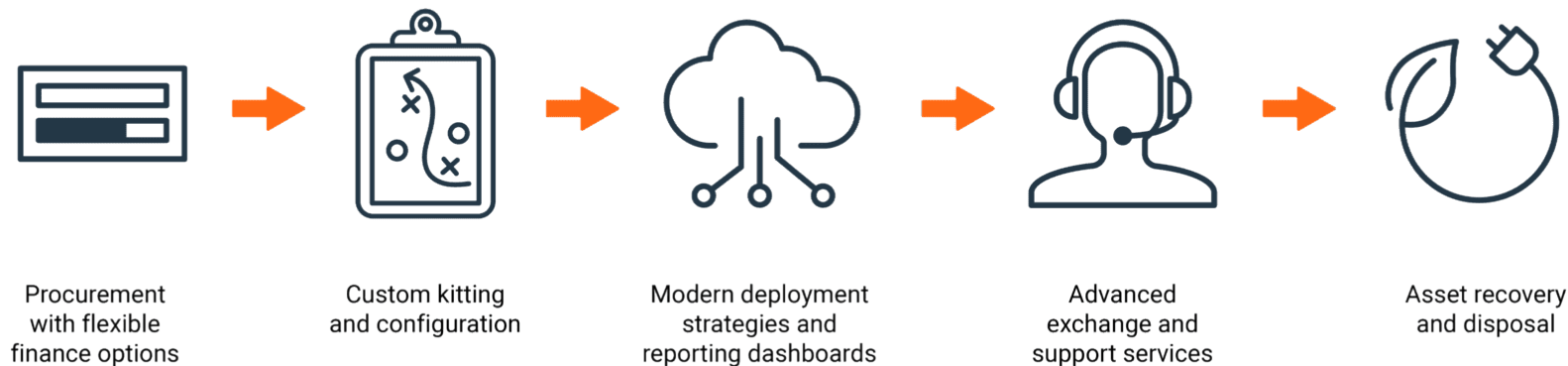
# “ By failing to prepare, you are preparing to fail.”

Benjamin Franklin’s quip is perhaps the most renowned and oft-used quote about planning – and for good reason!

Looking toward the future is important with device lifecycle management. You need a long-term Windows 11 strategy that’s built to last and scale. SHI’s end-to-end device lifecycle management services provide efficiency and cost benefits through a single provider.

## Are these challenges all too familiar?

- Vendor and supply chain sprawl leading to more complexities and less consistency
- Managing devices for a distributed workforce while ensuring hardware uptime
- Procuring and provisioning a large mix of devices in an efficient and cost-effective manner
- Sustainably handling technology refreshes and end-of-life devices



SHI lifts the burden from your teams at every stage of the device lifecycle, bringing your Windows 11 adoption full circle.

Our experts ensure effective and secure management of your tech assets while delivering significant cost savings. We offer custom device lifecycle management services to optimize your hardware investments and drive digital transformation.



Remember, it can't wait

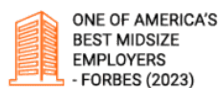
# Start your Windows 11 journey with SHI.

As your personal technology concierge and go-to Microsoft confidant, our experts offer customized adoption plans – assessing your needs and providing scalable IT solutions and services to solve what's next.

With gold certifications in cloud platform, communications, Windows, devices, and application development, we are experts in Microsoft services and products.

From device selection and flexible financing, to configuration, deployment, and training, we're here to help develop your plan and unlock the security, productivity, and collaboration benefits of Windows 11.

[Contact us today to get started.](#)



Thank you for reading

# Windows 11 adoption can't wait: Start your 7-step plan with SHI

