

# ABC Helpdesk

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## Windows 7-10 Upgrade Process

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### Option 1

Using the windows 10 Assistant. This will update Windows 7 to Windows 10 using the existing Windows 7 license for the basis of the Windows 10 license. There isn't a license cost for this route but it's not 100% successful either and some computers are not able to be completed through this route. We can perform the update remotely which will keep the costs of the update down, but if the update fails we would have to look at a reverse collection of the failed device back to the office to complete and return to you. See option 1a. Costs involved would be remote support at £55+VAT per hour and we could complete several computers at the same time and monitor them as the update was being done. Time taken to complete all the PCs would be approximately 5 hours.

### Option 1a

Reverse collection of the desktop/laptop to the office where a full installation of the windows 10 operating system would be performed. This would involve a new windows 10 license at the cost of £125 + VAT per device. The reverse collection cost would be £30 and the installation time would be £55+ VAT per hour and approximately 2 hours per device (but if there were more than one device they can all be done simultaneously).

### Option 2

Each device is reverse collected and shipped to our office where we would have to perform a windows 10 update from windows 7. In the event a device fails the installation, a full installation of the windows 10 operating system would be required requiring a new license at the cost of £125 + VAT. The cost would be £140 + VAT per device or £265 + VAT if a windows 10 license was required. This cost would be reduced if several devices were being done at the same time

### Option 3 - On-site

We can attend site to complete the windows 10 update via the Windows upgrade assistant at the cost of £550 + VAT, but all 6 computers must be at site and available for the duration of the update. Any computer requiring a windows 10 license would cost £125 + VAT. If a computer was not available it would not be complete and either a return visit to site would be required or could be completed under option 1 or 2.

None of the options above included taking a backup of the devices hard drive prior to the update (which if you have important data on the computer or you have installed applications where access to the installation files are no longer or not easily available it

would be highly recommended). In which case Options 2 or 3 should be considered, but it will add an additional 1 to 2 hours to installation process and therefore increase the cost by approximately £100 per device backed up prior to the update. A back-up option could be available for option 1, via a USB drive, but this would be slower and not as reliable in the event of a re-installation and we would need to send a suitable USB drive to site to use. Again the time plus the cost of the drive would be £130 per device.