

### Overview



City of **KINGSTON**

The City of Kingston is located in the middle and outer southern suburbs of Melbourne, approximately 20km south of the Melbourne CBD. Kingston is one of the state's main employment centres, having one of the largest and most concentrated industrial sectors in Victoria.

City of Kingston had been using a Windows 10 Version 1803 SOE on end-user devices, a solution that had been engineered and managed in-house. As a legacy build process, it was becoming increasingly difficult and costly to update with each new release of Windows 10. To further complicate matters, support for Version 1803 was fast reaching Microsoft's end of service. City of Kingston needed a fresh and modern approach to help it move forward and to maintain currency of Windows 10 ongoing.

### Initial State

### Solution

impeltec was engaged for its expertise with end-user environments and Windows-based SOE development. impeltec uplifted the Windows 10 SOE from Version 1803 to Version 20H2 and also put in place a process to facilitate easy ongoing maintenance. The impeltec SOE Portal cloud service provided a way to rapidly design and automate the build of its Windows 10 SOE image with little investment or expertise. The SOE Portal also provided a simple method to maintain and uplift the SOE to cater for future Windows versions with little effort and risk. City of Kingston was also struggling for resource time; impeltec professional services were engaged to quickly implement the solution and to provide support and knowledge-sharing to City of Kingston technical staff.

As part of the services engagement, impeltec upgraded and modernised the City of Kingston Microsoft Endpoint Configuration Manager infrastructure. As part of the response to COVID-19 dictating the need for staff to work remotely, this also included the enablement of cloud-based management for remote devices. The impeltec application packaging service was also leveraged to provide quick and efficient application installation for inclusion in the SOE and for deployment via Configuration Manager.



"Very happy with the knowledge and flexibility of the team in supporting us in areas where our expertise and resource bandwidth were lacking. Impressed with the quality of the work performed and the guidance given on some best practises, particularly around system patching and vulnerability management."

*Eric Bouwmeester, ICT Operations Team Leader, City of Kingston*

### Result