

»» Speeding Information to the Public



As a public agency, Lane County, Oregon's Information Services department faces a daily challenge of ferrying a wide range of information to and from the county's citizens. To efficiently manage this vast information stream, Lane County turned to LANDesk® Management Suite for a proven solution.

Surpassing Expectations

Located in the picturesque Willamette Valley, Lane County's 1,400 desktops stretch all the way from the shores of the Pacific Ocean to the Cascade mountains – some desktops are located 100 miles round trip from the County's Eugene-based Information Services (IS) department. In the past, if IS wanted to install software on the County's desktops, such as an e-mail client, it took months to complete by hand. "We had to hire three to four full time extras to do the installs," recalls Brad Carpenter, Lane County's senior systems analyst. "Because of this labor- and time-intensive process, it made sense for us to pursue remote control and software distribution. We reviewed the solutions out there and determined that LANDesk Software had the right product. LANDesk Management Suite is a light footprint product that did everything faster, smarter, better than the competition."

In the four years that Carpenter has been using LANDesk Management Suite, he's found the product's remote control and software distribution capabilities have far surpassed his expectations. "We realized our ROI on the initial investment in the first 90 days," Carpenter reports. "Last year, LANDesk Software saved the County \$175,000 on software distribution; and the savings from the remote control feature alone are around \$110,000. That's \$285,000 total savings from LANDesk Software! It has also allowed us to leverage our costs – we're getting the equivalent of four FTE more work done a year for our citizens because of LANDesk Software. Next year, we plan to implement LANDesk® Server Manager, operating system deployment, alert management system, and application software monitoring. I estimate this will save another \$200,000 a year on software."

Efficient Problem Solving

In addition to Oregon's taxpayers, Lane County's employees are reaping the benefits of LANDesk Management Suite's integrated solutions. Before the implementation, employees submitted IT requests...and waited for a

Business Needs

- Efficient software installation and desktop management throughout Lane County, Oregon

Solution

- LANDesk® Management Suite 8

Business Benefits

- Return on Investment on Lane County's initial expenditure in the first 90 days
- Approximately \$285,000 in remote management and software distribution savings for 2003
- Quick, accurate licensing accessibility
- Decreased help desk calls mean increased IT staff efficiency

response. "It often took too long to fulfill the request," says Carpenter. "Now, we have a service level agreement with our end users that says we'll complete the job according to the priority we give it – one hour, four hours, 24 hours, 72 hours, or a specific date. We're able to meet or beat the service level agreements because LANDesk Management Suite has eliminated the job load stack-up that resulted in the delays. Additionally, instead of dealing with minor issues, our technicians can work on more difficult and highly analytical problems. They now have the time to get better training to do a higher level of work. Plus, the issues that I work with are a lot more exciting than the mundane problems I had to deal with in the past."

LANDesk Management Suite has also lightened the load on the County's help desk allowing the techs to solve end user problems quickly, with fast, efficient remote control, real-time information gathering and diagnostics, and remote problem resolution tools. Carpenter reveals that the County's help desk staff used to handle between 400 and 600 calls a month of which 75% to 80% were referred out to technicians to solve personally. "We can invert those numbers today because LANDesk Software takes care of those calls – either remotely fixing the machine or sending a software package. Only 30% of calls are now referred to technicians."

Accurate Licensing Saves the Day

Since moving to LANDesk Management Suite 8 in December 2003, Carpenter credits the solution's extensive software license monitoring features with allowing Lane County to triumph over a large software vendor in a routine software self-audit. "After contacting us, the company didn't expect to hear back from us so quickly," says Carpenter. "But within a few days we handed back what we had. Then, the company said that what we gave them didn't match with what was in their records. We countered with our LANDesk numbers. It turns out that our third-party software vendor had made a reporting mistake. We had good data from LANDesk Management Suite and it stood up. We figured we would have had to spend about half of a FTE for an entire year to do the audit without the LANDesk Management Suite – and we were able to do it in three days. I can't put a price tag on how often we will get audited, but that was a huge savings. We know exactly what we paid for and what we installed. Thanks to LANDesk Management Suite, it's in the inventory."

As Lane County, Oregon continues to improve its efficiency and user response, Carpenter looks forward to implementing additional LANDesk Software solutions. "We're getting ready to install LANDesk Server Manger," he says. "And we're excited about what it can do."

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BRAD CARPENTER

SENIOR SYSTEMS ANALYST

LANE COUNTY, OREGON



Corporate Headquarters

698 West 10000 South
Suite 500
South Jordan, Utah 84095

www.landesk.com

FOR PRODUCT INFORMATION

U.S. and Canada + 1-800-982-2130
Europe + 44 (0) 118-902-6200
Ireland + 353-1-469-3726
Japan + 81 (3) 3435-8261
Brazil + (55-11) 3048-4080
Mexico + 52-55-5261-4340
China + 8610-8518-3138

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