

»» Enrolling Powerful PC Management



In support of its tradition of academic excellence, a premier university† in the New England area enrolled the management power and efficiency of LANDesk® Management Suite to keep its IT team off the road, its employees online and its computers safe.

Brilliant IT Decision

“My job is to support the Frontline Support Providers (FSPs),” says the IT manager. “LANDesk® Management Suite has made our FSPs more efficient and has made their lives easier. In terms of providing the best possible support to our Technical Support Professionals, LANDesk Management Suite has definitely enabled me to meet that objective.”

Although the university employs a decentralized support model, its technical professionals still look to Central Administration for technical services and support. Some of these services are more widely accepted than others. But the IT community agrees that deploying LANDesk Management Suite was a brilliant move. “LANDesk Management Suite has been one of the most universally accepted pieces of software that the university has deployed since I have been here. People are thrilled with it, and for me, that’s huge.”

Happy Customers, Efficient Support

Even though the different organizational units at the university hire their own IT resources, an FSP at one the school’s three campuses might also have responsibility for staff members located at a campus ten miles to the east or its other one thirty miles to the west. In the days before LANDesk® Management Suite, university FSPs sometimes traveled multiple times a week between the different campuses to deal with the routine technical issues that came up. LANDesk Management Suite eliminated that unnecessary travel time and enabled IT personnel to respond faster to employee computer problems.

“It used to be that when users had an issue, they might have to wait a couple days for an FSP to come out to their site. With the remote control capabilities of LANDesk Management Suite, an FSP can request permission to take control of a user’s computer in real time, look at the problem, and often solve it right then.”

For the IT Manager and her team of technical professionals, the ability to not only make a customer happy, but to do it quickly is the biggest benefit that remote control delivers. “LANDesk Management Suite eliminates customer

Business Needs

- Deploy critical security updates and provide quality support to multiple geographical locations in a timely and cost-effective manner.

Solution

- LANDesk® Management Suite
- LANDesk® Patch Manager

Business Benefits

- Increases user productivity through faster and more efficient problem resolution
- Eliminates travel time and costs previously required to troubleshoot and resolve user computer problems at remote locations
- Reduces the time and effort needed to create accurate inventory reports needed for budget planning
- Frees up IT personnel to work on strategic projects
- Cuts the time and costs required to deploy critical security updates

wait time and frustration. You no longer have to sit on the phone with customers and walk them through their problems. You can see what they see on their screen, which facilitates fast problem resolution. As a result, they're happy and we're happy."

Easy Inventory Reporting

For most educational institutions, figuring out which users need PC upgrades for the upcoming budget year is rarely an easy undertaking or an exact science. But according to the university's IT Manager, LANDesk® Management Suite cuts down the time and effort required to create realistic IT budgets. "LANDesk Management Suite is great for inventory reporting," she says. "It lets us inventory all of our computers with a click of a button. We can set a bar for processor speed and memory, and then take a look at which computers fall below that to decide which ones need to be replaced. It makes budget planning far more efficient."

Proactive PC Protection

Universities are often the target of viruses and hackers. One of the main reasons that the university brought in LANDesk® Management Suite was to ensure the timely deployment of the security patches needed to ward off these kinds of attacks. "In the early part of 2004, Microsoft issued five critical patches that we needed to deploy in order to safeguard our computing infrastructure," explains the IT Manager. "LANDesk Management Suite enabled us to deploy the updates to over 2000 computers in a 24 hour period. If we had to rely on our technical professionals updating each machine manually, it would have taken weeks and cost us tens of thousands of dollars."

She also notes that the university has been using the software distribution capabilities of LANDesk Management Suite to deploy security updates, but she's anxious to also take advantage of LANDesk® Patch Manager to enable the university to be even more proactive at keeping its computers safe.

"Right now when an update comes from Microsoft, it has to be tested and packaged for all the different OS and software configurations that we have on our desktops," she says. "Instead of having to do all that pre-building and testing on our end to make sure that the patch doesn't break anything, LANDesk Patch Manager will take care of that for us. It will package everything into one neat little bundle that can be automatically pushed out quickly and correctly to all of our desktops. That will be a big time-savings for us."

"LANDesk® Management Suite is one of those few products that actually lives up to its billing. Our technical professionals are now able to provide faster and more efficient customer service, which has freed them up to concentrate on more in-depth and time consuming projects."

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