

»»» World Class Network Support



arvato systems is a subsidiary of arvato AG, the worldwide media service company of Bertelsmann AG, located in Gütersloh, Germany. With about 1,100 experts at 20 locations, arvato designs, operates and hosts complex IT systems. It draws on 25 years' experience as an international service company in order to offer expert advice and implement high-quality solutions for customers.

Improving helpdesk efficiency

arvato systems handles support for more than 7,000 PCs within Bertelsmann AG. As well as the company's three locations in Germany – Gütersloh (headquarters), Munich and Hamburg – arvato systems also supports a branch office in Valencia, California.

Each location has offices in several different buildings, which historically made PC support difficult and time-consuming. Even small offices with 20 to 50 work-stations needed IT staff on hand to support users when problems arose. As a result, three engineers were dedicating most of their time to solving PC problems at seven 'remote' offices. Each individual problem typically involved a journey of between two and four kilometres.

Not surprisingly, the level of downtime on workstations at these sites was relatively high, according to Jörg Gieselmann, Systems Consultant at arvato systems: "The quality of PC support we could deliver was less than ideal because our staff frequently had to travel to different offices in order to solve problems. In fact, two thirds of the time spent on supporting external offices was used for travelling. This caused delays in problem resolution and was time-consuming for the support team."

Inventory management was also proving difficult. All PC configurations were recorded manually in spreadsheets, but it was difficult to ensure that the information was fully up-to-date at all times.

Reducing costs

As this situation was not satisfactory in the long-term, the implementation of a network management system became a priority. arvato systems started evaluating four of the leading solutions. Their final decision was

Business Needs

- Faster support for large and small networks at different locations
- More efficient inventory of installed hardware
- Reduced travelling time for helpdesk engineers

Solution

- LANDesk® Management Suite

Business Benefits

- Improved helpdesk productivity – time spent on PC support reduced by up to 70 percent
- Higher quality user support
- Reduced costs
- Simplified hardware and software upgrades due to automated inventory

strongly in favour of LANDesk® Management Suite. Jörg Gieselmann explains: "The performance and stability of the remote control function were crucial for us and, in this respect, LANDesk Management Suite came out a clear winner."

Early in 2001, the solution was installed on all the networks supported by arvato systems at Bertelsmann. Today, the IT team in Gütersloh can directly access all the PCs at the locations they support.

"Using LANDesk Management Suite, we can now solve nearly all reported problems using remote control, without the need for engineers to be on site," Jörg Gieselmann says. "This way, we reduce our overheads at the remote offices and improve the quality of support considerably because we can react to users' problems without delay."

An additional benefit is that the company's employees can see on their own PC screens how a problem is being resolved. Jörg Gieselmann again: "This has an educational effect whose value should not be underestimated."

Time savings on inventory

The inventory of all 7,000 PCs is now managed automatically, thanks to a database within LANDesk Management Suite that contains up-to-date details of every PC configuration in the networks supported by arvato systems.

"The inventory management function significantly increases the efficiency of operating system and software migrations," Jörg Gieselmann confirms. "Now it takes just a few seconds to request data on the hardware that needs to be replaced before a migration. Naturally, this saves us time and money in the support team, as well as increasing the productivity of our users."

Increased helpdesk efficiency

With the help of LANDesk Management Suite arvato systems has been able to achieve all its objectives: faster support for the parent company's employees, vastly reduced travelling time between remote offices, and substantial efficiency gains and cost savings in the helpdesk function.

Jörg Gieselmann explains: "The three engineers who used to handle the support for remote offices have now been allocated to different tasks. Because we have virtually eliminated the need for engineers to travel, the time we spend on supporting our external offices has dropped about 60 to 70 percent."

The System Consultant's concluding comments are unreservedly positive: "LANDesk Management Suite allows us to support our customers faster and more efficiently than before. This has led to significant cost savings and a rapid return on investment for this highly effective solution."

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JÖRG GIESELMANN

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