

»» New Standards for Deployment



In 2002, when Frederiksberg Kommune decided to move to the Windows* platform, they needed a scalable tool for efficient and stable distribution and updating of software. After thorough testing, they chose LANDesk® Management Suite.

The work involved was proportional with the number of workstations to update and service. In a Kommune (council) like Frederiksberg, with 2,000 networked computers there is enough to do—especially when large numbers of updates need to be rolled out or, like the summer of 2004, many hundreds of new computers were set up and deployed over a short period of time.

IT Operations Manager Jan Pedersen and Technician Lars Henriksen were to prepare and install 350 brand new workstations. They had very little time to do it, and all machines had to be configured in the same way—a very difficult task without access to the right tools.

“Luckily we did have the right tools at Frederiskberg Kommune,” Lars Henriksen says. “We were using LANDesk Management Suite which reduced the total setting up time for each workstation from hours to minutes. We managed to set up 15 computers in 15 minutes.”

Automated processes automatically provide a standardized environment

Apart from the fact that unpacking and handling 350 new computers is a logistical challenge, it can be quite time consuming to prepare and install all the machines, especially if every machine has to be uniquely identified later when doing maintenance and updates.

“But this wasn’t a problem either. With LANDesk Management Suite, we had the perfect tool for automatic naming and numbering the new machines from the very script we used for rolling out the operating system itself, and this gives us a major advantage when we want to identify the machines on the network later,” says Lars Henriksen.

Making the every day work easier

“It is not only when we are starting from scratch, Frederiksberg Kommune has great support using LANDesk Management Suite—daily maintenance and support of more than 2,000 computers and users include patching, remote control and updating the various applications used in the network.

Business Need

- Central view of hardware & software in the network.
- Faster & better support from the helpdesk.
- Time and resource savings when updating and patching networked computers.

Solution

- LANDesk® Management Suite

Business Benefits

- Install 350 new computers in less than a week with less than one person involved.
- Automatically identify computers in need of software updates, and update them in two days with 100% coverage and no manual updating.
- Provides fast, easy, and automated patching of all networked computers.
- Improves helpdesk service through remote control, software distribution and remote troubleshooting.

The combination of how complex applications are today combined with the number of computers we have, makes it impossible for us to do maintenance by walking from machine to machine with a bunch of CDs in our hands. Furthermore, a large number of our computers are set up in home offices, making it even more of a challenge for us to keep up. And to complete the story, we often get tasks with a critical deadline," comments Henriksen.

Updating 400 existing workstations

Recently, the IT department got an assignment for updating a large number of machines within a very short time frame. The update was essential for the Kommune's case workers. They managed to complete the update in two days, which included identification of the affected machines, building a deinstallations and reinstallation script and deploying the update—all error-free and without interrupting the work routines of the users.

Time is money

"LANDesk Management Suite is used for an array of other tasks, such as software license compliance. For Frederiksberg Kommune, time saving has been the major reason for choosing LANDesk Management Suite.

Apart from the result of meeting deadlines whether setting up new computers or updating existing, it has been a huge benefit for the Kommune to experience the internal confidence in our results and in the IT department in general. We just know that things are in place when we set up a new computer, we don't even have to turn them on to double check," says Lars Henriksen.

Henriksen continues, "The investment in LANDesk Management Suite is an investment in time. And time is money in any organization. At Frederiksberg, also the local helpdesk people enjoy having LANDesk Management Suite when using remote control and rolling out minor updates."

"My daily work has become much easier using LANDesk® [Management Suite]. We give our users faster and more efficient service, and we can easily update and patch computers using LANDesk® software distribution tools."

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