



Company

- FINSA

Location

- Santiago de Compostela, Spain

Industry

- Manufacturing

Web site

- www.finsa.es

Products

- LANDesk® Management Suite
- LANDesk® Security Suite
- LANDesk® Handheld Manager
- LANDesk® Server Manager
- LANDesk® Service Desk
- LANDesk® Consulting Services

“LANDesk® from Avocent has helped us fundamentally change the way we manage IT – saving time for IT staff, improving service for end users, and enhancing security while reducing operational costs.”

Camilo Quintans Rial
Project Manager
FINSA

FINSA Simplifies IT Maintenance and Boosts Security With Avocent LANDesk®

Overview

From its origins as a sawmill in Santiago de Compostela in 1931, FINSA has grown steadily to become Spain's largest producer of chipboard and medium-density fibreboard (MDF) panels. Following international expansion, FINSA now runs 22 factories in Spain, Portugal, France and the USA, as well as branch offices in numerous countries worldwide. The company employs more than 5,000 people.

The combination of business growth and the consolidation of its international subsidiaries has led to a 30 percent increase in FINSA's IT infrastructure – causing a considerable increase in workload for the central IT team. With no IT expertise in the branch offices, managing local servers, laptops and desktops was a major issue, requiring frequent travel. It was also difficult to keep systems secure, distribute software updates, perform inventories and manage software licensing effectively.

Working with NortConsulting, FINSA implemented a suite of LANDesk® products from Avocent – providing a single central point of control for the company's entire IT network. The solution allows IT administrators to manage and support all local IT resources remotely – eliminating the need for travel and resolving problems quickly and effectively. Software installation and patching is all handled centrally: saving time, boosting security, and enabling rapid audits for inventory and software licensing purposes. By simplifying licence management and reducing IT department workload, the solution promises to deliver considerable savings.

Challenge

- Managing localised IT infrastructure was time-consuming and expensive
- A lack of central control over software installation created security vulnerabilities
- Inaccurate manual inventory and auditing processes led to inflated software licensing costs

Solution

- NortConsulting implemented an Avocent LANDesk® solution that provides centralised control of the entire IT infrastructure through a single simple management console.

Results

- IT helpdesk uses LANDesk® Service Desk to resolve users' problems remotely, minimising the need to travel to remote sites
- Software installation and patching is managed centrally, saving time and boosting security
- Server and network monitoring help to combat viruses and security threats
- Automated inventory and software licence management processes ensure compliance and reduce licensing costs

Challenge

In recent years, FINSA has undergone a major business consolidation exercise, bringing new Spanish and international companies into a single management structure. Combined with the company's organic growth, this has led to a significant increase in the IT infrastructure that needs to be managed by the main IT team, which is based at corporate headquarters in Santiago de Compostela.

“I would estimate that the number of servers, desktops and laptops that we manage has grown by around 30 percent since the start of the consolidation – there are more than 2,200 machines, running a mix of Windows, Linux and UNIX operating systems,” says Camilo Quintans Rial, Project Manager at FINSA. “Another important consideration is that we are now responsible for systems located in the USA and South Africa, not just the local Spanish infrastructure. As a result, we have had to fundamentally rethink our approach to IT management.”

Since there are no local IT staff at the company's branch offices, the central IT team had two options: spend time and money travelling from office to office to solve IT problems, install software, take inventory and conduct audits – or find a way of managing the whole infrastructure remotely from a central point of control.

Solution

Working with NortConsulting, an authorised LANDesk® partner, FINSA implemented LANDesk® Management Suite, LANDesk® Security Suite, LANDesk® Handheld Manager, LANDesk® Server Manager and LANDesk® Service Desk. Additional services and support for the project were provided by LANDesk® Consulting Services.

“We evaluated a number of products such as IBM Tivoli and Altiris, but LANDesk® was the most comprehensive,” explains Camilo Quintans Rial. “We felt that LANDesk® had the best server management capabilities, which was the most critical part of the solution. Moreover, it was also the only package which was capable of providing all the functionalities we needed in a single integrated console.”

The LANDesk® software provides a management console which enables IT staff to perform a wide range of IT management tasks including software provisioning and patching, server and network security monitoring, inventory and license management, and helpdesk support – all handled remotely from a central location.

Results

“We are still finishing off some aspects of the implementation, but already a number of benefits are clear,” says Camilo Quintans Rial. “Our users are very pleased with the solution because their IT problems can be resolved much more quickly through remote assistance, and they no longer need to worry about installing software and patches since this is all handled centrally.”

Centralised software provisioning also saves considerable time for IT staff, and eliminates the need to travel to remote sites to install software on servers. The LANDesk® solution has also enhanced security: FINSA has imposed a policy that prevents the usage of CD/DVD, floppy and USB drives, so unauthorised software cannot be installed and data cannot be exported from company PCs. As a result, the risk of viruses is significantly reduced, and there is less chance of losing important or confidential information.

The LANDesk® software also enables centralised security monitoring – alerting IT staff to any unauthorised activity on the network. Reports on the health and availability of the company's servers are also readily available, and the team can easily conduct a full audit of IT inventory and software licensing information.

“Previously, we audited everything manually, which was not only time-consuming, but also inaccurate,” comments Camilo Quintans Rial. “As a result, we had to buy more software licences than we actually needed just to make sure we were fully compliant. With LANDesk®, we know exactly which computers are running which software, so we can tell exactly how many licenses we need. In the long term, this should lead to quite significant savings.”

He concludes: “LANDesk® from Avocent has helped us fundamentally change the way we manage IT – saving time for IT staff, improving service for end users, and enhancing security while reducing operational costs.”

About Avocent Corporation

Avocent delivers IT operations management solutions that reduce operating costs, simplify management, and increase the availability of critical IT environments 24/7 via integrated, centralized software. LANDesk® delivers cost-effective systems, security, and process management solutions that help IT teams automate and simplify the management of desktops, servers, and mobile devices. With long-standing partner relationships and solutions successfully deployed at leading enterprises worldwide, LANDesk® continues to deliver rapid innovation and time to value to help organizations achieve their business objectives. Additional information is available at www.landesk.com.

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LSI-0837 EN

