

»» Accelerating Business Success through Improved Systems Management



From the opening of its first store in 1972 in South East Queensland, Australia, Super Cheap Auto has grown to become one of the largest and most highly regarded retailers of automotive and leisure products “down under”. At its more than 200 stores across every state and territory in Australia and in both islands of New Zealand, Super Cheap Auto offers its customers more than 10,000 value products for their cars, trailers, garages, boats and yards. To help drive its accelerating growth, Super Cheap Auto engaged PC desktop and server management solutions from LANDesk, resulting in greater visibility of all of its systems as well as saving thousands of man-hours to deploy and manage those systems.

Fast and Easy System Deployment

Super Cheap Auto opens about 20 new stores each year and with the need to get stores ready quickly, the company can't waste time to individually and manually build each of the stores' new computers. Instead, Super Cheap Auto uses the OS deployment and software distribution capabilities in LANDesk® Management Suite and LANDesk® Server Manager to deploy standard images to those new computers. As a result, they're able to have their new computers configured and ready for use within a half-day of receiving them from their supplier.

“Last year, right before Christmas we had to open 12 new stores within a single week,” says Kerrie Lucas, LANDesk Engineer at Super Cheap Auto. “The OS deployment and software distribution functionality in LANDesk enabled us to do it. It was amazing.”

Super Cheap Auto also uses software distribution to keep its more than 200 stores up-to-date and in their proper state. Recently it had to change the resolution of all of its store computers from 640 x 480 to 800 x 600. LANDesk made what could have been a very time-consuming and costly change into a relatively fast and easy one. “Without LANDesk, it would have taken about six weeks for one dedicated person to manually make all the changes,” Lucas explains. “LANDesk Management Suite enabled me to make this change in every store in one and a half days for a savings of 228 man-hours. That saved us more than \$18,000 AUD.”

Business Needs

- Provide the visibility needed to better manage 2,000 desktops, laptops and servers in more than 200 stores spread throughout Australia and New Zealand.

Solution

- LANDesk® Management Suite
- LANDesk® Management Suite for ThinkVantage Technologies
- LANDesk® Security Suite
- LANDesk® Antivirus
- LANDesk® Server Manager

Business Benefits

- Reduces the time to provision new computers from several days to a few hours
- Saves thousands of hours on OS deployment and software distribution tasks, including a savings of more than \$18,000 AUD for 228 man-hours on a company-wide desktop configuration update
- Automates Antivirus updates and provides the visibility needed to keep systems secure
- Eliminates the need to outsource or hire someone full-time to manage software licenses
- Prevents server failure and its associated costs through the ability to predict and repair hardware failures in advance

At its corporate headquarters, the company plans to use software distribution to upgrade its ERP solution, a procedure that would normally take three weeks to complete. With LANDesk® Management Suite, the company estimates it will take a single day. Super Cheap Auto also uses LANDesk to provision new computers for new employees. That process used to take several days. Now they can have a new computer ready in a few hours and in some cases, just a few minutes.

Securing the Business

With about 2,000 computers spread throughout its chain of stores and corporate office, managing and deploying security updates used to be a major challenge for the company. “The hardest thing in the past was that we didn’t have the visibility we needed to make sure that all of our computers were up to spec and patched to the right level,” Lucas says. “We had no reporting functionality. We couldn’t see what was installed or what needed to be installed. LANDesk® Security Suite gives us the visibility we need. We can see when any of our machines are out of compliance, then take effective action to rectify the issue.”

In addition to patch management, Super Cheap Auto leverages the antivirus capabilities in LANDesk Security Suite to provide real-time protection of its systems from viruses and rootkits. “Before using LANDesk, we had to manually update our antivirus every day,” Lucas says. “With LANDesk® Antivirus I am able to schedule an automated update to occur every four hours. If a new virus is released, I don’t have to worry about it because I know we’ll be automatically protected with an update within a few hours. Also, LANDesk Antivirus gives me the visibility to see if any of our systems has been infected, quarantined, or repaired. Both LANDesk Antivirus and LANDesk Patch Manager put the security we need at our fingertips, giving us the confidence that our computers and business are protected.”

Keeping Software Licenses on Track

In the past, Super Cheap Auto relied on an external company to manage its software licenses. Still, Super Cheap Auto lacked the visibility to effectively track those licenses. “Our licensing was a huge mess,” Lucas says. “We didn’t know where anything was. But now, the software license monitoring in LANDesk gives us the visibility we need. We know what we have licenses for and what can be deployed to our users. Instead of having to hire someone full-time to track our licenses manually, with LANDesk it’s just a few clicks and we’re done. It puts all the information we need right at our fingertips.”

Keeping Users Wired

To make it easier for its users to switch between its internal wired and wireless environment, Super Cheap Auto uses IBM ThinkVantage Technologies and it uses LANDesk® Management Suite for ThinkVantage Technologies to facilitate its administration. “We can set up a single ThinkVantage profile within LANDesk and easily push it out to all of our users so they can connect wherever they need to,” Lucas says. “LANDesk eliminates the need to manually input all the settings on each computer that will need a wireless connection. It also gives us the ability to revoke those settings at anytime. It’s a big time saver for us.”

“LANDesk puts within easy reach everything I need to manage all of my systems and allows us to complete huge tasks with very little effort, resulting in significant cost savings to the business.”

KERRIE LUCAS

SUPER CHEAP AUTO GROUP LIMITED

CERTIFIED LANDESK ENGINEER

Improving Business Operations

Just as LANDesk® Management Suite and LANDesk® Security Suite provide Super Cheap Auto the visibility it needs in the areas of desktop and security management, LANDesk® Server Manager provides the company the visibility it needs to better manage its critical systems. The solution's predictive hardware failure feature plays a key role in this endeavor.

"With some of our stores being on the other side of the country or in New Zealand, if a server happened to go down with a hard drive failure it had been quite difficult to get a store back up and running within a week," Lucas says. "There had been occasions where we had to have someone quickly get on a plane, go to the store, and fix the problem. With LANDesk Server Manager we have the ability to predict if something is going to fail and put the appropriate actions in place beforehand to keep our servers up, as well as eliminate the need to take drastic measures."

Overall, the solutions from LANDesk have given Super Cheap Auto the ability and visibility to improve its business operations through better desktop and server management. "LANDesk has had an immense impact on our ability to make better use of our time to benefit the business as a whole," Lucas says. "LANDesk puts within easy reach everything I need to manage all of my systems and allows us to complete huge tasks with very little effort, resulting in significant cost savings to the business."

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SUPER CHEAP AUTO GROUP LIMITED
CERTIFIED LANDESK ENGINEER



Corporate Headquarters

698 West 10000 South
Suite 500
South Jordan, Utah 84095

www.landesk.com

FOR PRODUCT INFORMATION

- Brazil+ (55 11) 5105-5800
- Canada and U.S+ 1-800-982-2130
- China+ 8610-8518-3138
- France+ 33 (0) 810 000 212
- Germany+ 49(0) 89/90405740
- Ireland+ 353 (0)1 809 4268
- Italy+ 39 (02) 407 9884
- Japan+ 81 (3) 3435-8261
- Korea+ 82-2-706-9510
- Mexico+ 52 (55) 5061-4933
- U.K.+ 44 (0) 118-902-6200

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