

»» Simplifying Support Earns an A+



A Challenging IT Environment

Located in Richmond, Virginia Commonwealth University (VCU) is a Carnegie Research University, and one of the three largest research doctoral institutions in the state of Virginia. Additionally, its medical campus—the Virginia Commonwealth Health System—is one of the most comprehensive academic health centers in the nation. The university’s extensive IT network supports a range of key operations, including human resources, finance and administration, records and registration, and business services, as well as faculty and students.

Client Services supports more than 1,000 desktops, spread so far and wide across the VCU community that the staff spent most of the day catching the shuttle from one onsite call to another. Adding to the challenge, the staff sometimes arrived at a campus destination, only to find that the PC had “corrected itself,” or that the customer and PC were not available. “Every area has such specialized system requirements, it’s very time consuming to have to install applications on some of the switched machines; and remove applications on others,” said Tonie Ellerson, Manager of Desktop Applications Support for Client Services.

As a result, each staff member was only able to work on about three PCs a day. Yet with everything so tightly networked, “. . .any downtime, brings most of the university’s functions to its knees,” reports Ellerson.

Benefits Earn an A+

In 2000, Client Services began using LANDesk Management Suite and the benefits have been rolling in ever since. “At least once a day someone says how much they love LANDesk Management Suite,” Ellerson states. “We use it to troubleshoot problems remotely, tally the inventory data and upgrade applications. It’s saved us so much time because we can help people on the phone while doing something else like scanning a system for viruses. In the half hour it would have taken a technician to walk to someone’s office, we’ve already completed 10 or more fixes over the phone.”

Before implementing LANDesk Management Suite, Client Services staff were harried and stressed by deadlines. Now, efficiency and user satisfaction have increased. Customer support and technician job satisfaction have

Business Needs

- Efficient, cost-effective PC desktop management system to remote control systems across Virginia Commonwealth University’s sprawling 129-acre, two-campus network

Solution

- LANDesk® Management Suite

Business Benefits

- Remote software installation and maintenance reduces downtime
- Better able to simplify IT planning, reporting and maintenance tasks
- Increased IT efficiency and greater user satisfaction

also improved. "We used to work many extra hours upgrading software, but with LANDesk Management Suite, many client applications are completed in minutes.

"I can also do ad hoc queries to better plan needed upgrades; I can tell who has what software before I do an upgrade, or whether it can even be done at all. We are better able to recommend purchases for the next budget year and determine asset management data required by senior management," Ellerson adds. "LANDesk Management Suite has reduced the downtime for our end-users—they are no longer waiting days for a resolution. We can have our new PCs in the field faster. Our users are much happier in general—and therefore so are we."

High Praise for LANDesk

Of course, Client Services plans for VCU's IT future include LANDesk Management Suite. "I love LANDesk Management Suite," Ellerson proclaims. "It's the best tool I've ever used. I cannot imagine going to work anywhere that doesn't use it."

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TONIE ELLERSON

MANAGER, CLIENT SERVICES, DESKTOP

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