



Fortune 500 Provider of Transportation and Logistics

Getting in the Driver's Seat for Help Desk Success

With a record of high quality customer service for more than seven decades, a Fortune 500 provider of leading-edge transportation, logistics and supply chain management solutions decided to turn inward to improve its level of service even further by changing from an outsourced IT model to an insourced model. To help put the Company† into the IT driver's seat, it called on the services of the LANDesk® Professional Services team. As a result, the transportation company cut a projected six-month transition down to six weeks, while enabling its new internal support team to respond in minutes instead of days to user help desk calls for the Company's 8,800 PCs spread across more than 850 different locations.

Business Needs

- Move in timely fashion from an outsourced IT support model to a cost-effective insourced model.

Solution

- LANDesk® Management Suite
- LANDesk® Patch Manager
- LANDesk® Professional Services

Business Benefits

- Cut a projected six-month transition from an IT outsourcing model to an insourcing model.
- Significantly reduced third-party field support dispatch.
- Improved help desk response and resolution from days to minutes.
- Enabled centralized management of 8,800 PCs in 850 different locations.

Improving Overall Quality of Service

With more than 850 geographically dispersed sites falling under the support of its corporate IT department, the transportation company faced a tremendous challenge when it decided that, in order to improve the quality of end user support and realize significant long term IT savings, it would need to move its service desk, user support, procurement, and computer management functions in-house. The Company wanted to be able to support its field users from a central location in a way that would introduce IT efficiencies, improve the overall quality of service, and minimize the number of calls that would require the dispatch of third-party support vendors to field locations. It looked at a number of different remote support solutions and found most of them to be similar in cost and function, with one exception. While comparable in price to the other offerings it evaluated, LANDesk® Management Suite offered the Company a comprehensive IT management solution and not just PC remote control.

“LANDesk Management Suite gave us not only the remote control that we needed to be able to support the users from a central location, but it also gave us software distribution, inventory management and reporting. We also purchased LANDesk® Patch Manager to find and patch those systems that need updates,” says the Company's IT Manager. “When we looked at what our needs truly were, we realized that we needed more than just a short-term fix. We needed a comprehensive solution that would meet our long-term business needs, and that meant LANDesk.”

Staying Focused

The Company knew it had the right solution with LANDesk, but the IT team had what seemed like an endless array of other projects and initiatives to carry out associated with its move from an outsourced IT model to an insourced model. Given the team's heavy workload, the IT Manager realized it would likely take them six months or more to get LANDesk® Management Suite in place if he didn't get the support needed. The call went out to the LANDesk Professional Services team.

“We warned the LANDesk team that they would be working independently, but that we would make ourselves available to them as much as possible,” the IT Manager says. “We had a planning meeting call before they arrived where they gathered information about our environment, processes, and goals. When they came on site for the kickoff, they were already familiar with what needed to be done and were able to hit the ground running.”

The IT Manager relates that when he had previously brought in third-party service providers on other projects he would need to constantly monitor what the engineers were doing. But that wasn't the case with LANDesk. "The LANDesk® Professional Services team knew exactly what to do and how to do it," he says. "They gathered all the information they needed, advised us on best practice methods, and implemented what we had jointly designed. They enabled us to stay focused on our primary responsibilities and not be distracted by the deployment."

Learning to Drive

Bringing in LANDesk® Professional Services wasn't just about deploying a solution, but rather providing ongoing support. The Company IT Manager talks about how LANDesk was committed to making sure the Company was successful at leveraging the new solution to its fullest potential. The key to ensuring this success came in the form of training. A few weeks before the LANDesk deployment, they sent an engineer to provide onsite training to the IT Manager's support staff. "The weeklong LANDesk training class enabled us to get our hands on the product and become comfortable with its functionality before the implementation even started," he says.

But the training didn't end with class work. During the implementation, LANDesk Professional Services provided hands-on training to the IT Manager and his team as the deployment progressed. After the LANDesk engineers completed the majority of the deployment, they worked closely with the Company team to hand-off the remainder of the deployment to them. "One of our biggest success factors was that they held our hands while we transitioned the implementation," he says. "The LANDesk engineers were onsite to ensure we correctly managed the server and systems as well as answer any questions that may arise."

Driving IT Success

Although it took about six weeks for the LANDesk® Professional Services team to get the Company corporate headquarters and a couple of its other large facilities up and running with LANDesk® Management Suite, the IT Manager says, "LANDesk got it done on time, on schedule, and on budget."

With LANDesk Management Suite in place, the IT Manager and his user support team can now maneuver through the new insourced IT support model. "We are now in a much better position to help our internal customers," he says. "In the past it would take days or weeks for somebody to go out and help a user. LANDesk Management Suite brings us so much closer to the user. We can see what they see to solve their problems. We can provide them with the software. We can get information about their workstation. It enables us to provide much better support."

By being able to extend the remote control features of LANDesk Management Suite to all the support groups within the transportation company, the IT Manager indicates that they were able to recognize immediate savings.

"LANDesk Management Suite was the best overall solution that fit our needs," he says. "Engaging LANDesk Professional Services has been the best decision for our organization. They were extremely knowledgeable and professional. They provided the level of attention we needed to make sure that this was a success. We will easily achieve a greater ROI now that the product is installed and deployed."



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