



Georgia Institute of Technology

Creating Time for IT Innovation

Situated in the heart of Atlanta, the Georgia Institute of Technology is one of the top research universities in the United States. Distinguished by its commitment to improving the human condition through advanced science and technology, Georgia Tech is consistently the only technological university ranked in *U.S. News & World Report's* listing of America's top 10 public universities. Its more than 900 full-time instructional faculty and staff constantly strive to create an innovative intellectual environment for its more than 18,000 undergraduate and graduate students.

Business Needs

- Be able to support the growing IT needs of the university with fewer resources.

Solution

- LANDesk® Management Suite
- LANDesk® Patch Manager

Business Benefits

- Eliminated the need to manually provision machines and sped up overall provisioning time by 20 to 30 percent.
- Reduced the time to patch machines from 30 days to four days, with the ability to quickly verify whether all machines were patched.
- Saved 55 minutes for the majority of help desk calls by eliminating the need for desk-side visits.
- Cut annual inventory gathering efforts from three months to 16 days.

Doing More with Less

The mission of the Office of Information Technology (OIT) at Georgia Tech is to support and provide the academic units at the university with the technology tools they need to teach and to further their research initiatives. One of the school's single greatest challenges in achieving this is, as a public university, it has limited funding. "If the school has budget cuts, IT is the first place they look to reduce, in spite of our increasing workload," says Robert Riding, systems support specialist at Georgia Tech. "We needed a solution that would let us do more with less, automating much of what we do." The automation inherent to LANDesk® Management Suite enabled Georgia Tech OIT to perform management tasks on hundreds of machines without ever having to physically visit or touch those machines.

Hands-off Provisioning

At the end of each semester, every lab across campus needs to have its computers re-imaged to clean off anything left behind by students, and to make sure they are properly configured with the right applications and system patches. The university had been using an alternative that required someone to physically manage the process at each lab. "With our previous imaging solution we had to have people stay on campus all weekend to babysit the process," Riding says. "We needed a solution that would allow us to automate this task."

The imaging capabilities in LANDesk® Management Suite provide simplified and automated provisioning. Also, since Georgia Tech can leverage LANDesk® automated software deployment as part of its provisioning process, it has simplified its image library management and reduced deployment times.

"By being able to push out a much leaner base image, we can follow up with software package deployments," Riding says. "As a result, we don't have to push everything out in one big chunk. Combining this with the use of multicast technology is much kinder to our network and speeds up the process by about 20 to 30 percent."

Simplified Software and Patch Deployment

In addition to its regular provisioning activities, the university also uses the software deployment capabilities in LANDesk® Management Suite to give some groups of users applications that are not part of its standard library. “Instead of visiting each machine when installing software,” Riding says, “now I simply right-click on a task, drag a machine down to it, and tell it to start now. Ten minutes later, it’s installed. It saves us an enormous amount of time, especially if we’re doing wide-scale deployments, which we’ll typically schedule to happen overnight when nobody’s here.”

LANDesk Management Suite and LANDesk® Patch Manager similarly automate Georgia Tech’s patch management processes as well. “Since we’re a public university, our IP addresses are not private,” Riding says. “As a result, we get about three million Internet attacks a day. So, being able to make sure we’re protected against known vulnerabilities is extremely critical to us.”

Whenever new patches become available from Microsoft, LANDesk Patch Manager automates much of the patch management process for Georgia Tech. “We test the patches on Tuesday, apply them on Wednesday, and finish up on Friday any that might have been missed. Instead of taking a month, in four days we’re done,” Riding says.

Key to the patch management process is the LANDesk reporting capability that lets the university verify that all the appropriate machines have been patched. “Reporting lets us quickly identify any patches that are missing,” Riding adds.

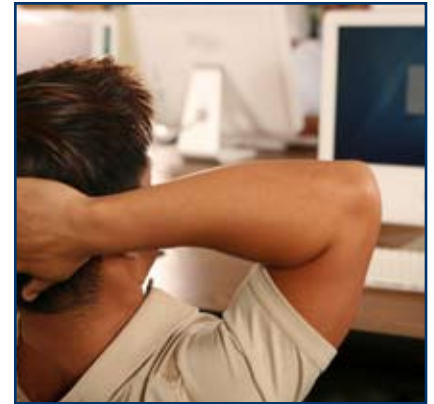
Happy and Productive Users

One of the other valuable benefits that LANDesk® Management Suite brings Georgia Tech is its ability to remote control users’ machines, enabling its IT staff to support a large number of distributed users in different schools and buildings spread across campus. “We no longer have to run to people’s offices and take an hour to fix a five-minute problem,” Riding says. “Now we can remote in, instantly see what they’re seeing on their desktop, make a few mouse clicks and it’s fixed. Instead of going from place to place troubleshooting problems, this capacity allows us to be much more productive.”

LANDesk Management Suite also helps the university in the area of inventory management. “Since we’re a state institution, we have to keep track of all of our equipment,” Riding says. “We now have at-a-glance visibility so we can see where all my machines are and what they have on them, reducing our inventory time from three months to 16 days.”

Time for Proactive Innovation

Overall the greatest benefit that LANDesk® Management Suite provides Georgia Tech is the timesavings it brings to the Office of Information Technology. “We now have the time we need to be more proactive and innovative,” Riding says. “It’s important that we have a single solution that adds value and brings automation to everything we do, allowing us to easily get the work done we need to do.”



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