

»» Giving Customers a Healthy Solution



The University of Pennsylvania Health System (UPHS) is always looking for ways to increase its high-quality patient care. When UPHS wanted to implement a cost-effective, easy-to-use desktop management system, they turned to LANDesk® Management Suite for a forward-thinking solution.

Pioneering Desktop Management

Within Penn's Health System – which consists of four hospitals, three multispecialty satellite facilities, a faculty practice plan, a network of primary-care physicians, and hospice and long-term care – there are almost as many types of operating systems and applications in force as there are users – from MS-DOS and UNIX-based environments, to Red Hat Linux.

UPHS purchased LANDesk Management Suite in 1998 to conduct hardware inventory as part of its Y2K preparations. “It was the best product to use for our heterogeneous environment,” recalls Thomas Gray, First Consulting Group Management Services (FCGMS) IT technical specialist based at UPHS. And once UPHS had an idea of what LANDesk Management Suite could do, there was no turning back. “Subsequently, we started using LANDesk Management Suite for remote management, software distribution and inventory services,” says Gray. “We just grew into the product from that point on.”

Take software distribution, for example. Before LANDesk Management Suite, Gray's group would have to go from desktop-to-desktop to install critical applications. And with 10,000 desktops to manage across a wide geographical area, that one activity ate up critical time and resources. Gray explains that UPHS outsources its desktop installation activities to a team of contractors. He recalls a project where a department within UPHS needed to have 400 desktops installed. “We used contractors who took the machine out of the box, installed it on the desk, logged in, and added the machine to an active directory domain connected to LANDesk Management Suite's application policy management feature,” said Gray.

“All the software required on that particular workstation was then deployed automatically in the one-time visit. The contractor just put the workstation on the desk, installed it and walked away—he didn't need to spend

Business Needs

- Cost-effective, efficient software distribution, remote management, inventory services and license monitoring for 10,000 desktops.

Solution

- LANDesk® Management Suite

Business Benefits

- Software distribution and remote control features have generated significant savings – one project slated for two months was completed in about two-and-a-half weeks!
- UPHS reports that it meets – and often exceeds – its 98% software distribution service level requirements.
- Application policy management and software licensing features help keep UPHS secure and compliant.

a lot of time there or have any specialized skills. Installation by hand would easily have taken a couple of months to do; while that project was finished in about two-and-a-half weeks. The staffing requirements were estimated at a two-month period and we reduced that to just weeks.” As a result, UPHS was able to cut their expenses for this project to approximately one-third of what the costs would have been pre-LANdesk Management Suite.

Solid System Protection

Gray’s LAN group also relies on LANdesk Management Suite to combat the virus issues and vulnerabilities in operating systems. “With LANdesk Management Suite, we can patch all the workstations in the environment,” he notes. “We can automate the process either through application policies or through a scheduled push. And we can also do it with our servers.”

In addition to the LAN group’s use of the software distribution feature of LANdesk Management Suite, FCGMS’ application group at UPHS extensively uses LANdesk Management Suite to help identify key user and desktop information. “The group generates reports and uses a custom data form to get information that otherwise can’t be extracted electronically – the user’s first name, phone number, address, billing area, department and the wall jack they’re plugged into,” he says. “We have three fields called “key identifiers” per workstation that allow us to identify workstations for a specific purpose. LANdesk Management Suite gives us the tools to target tasks that occur on workstations, to deploy software or change a file on the file system.”

Exploring the Power of LANdesk Management Suite

Gray’s LANdesk Management Suite plans include continuing to explore the power of application policy management, as well as the cost-effective software and license monitoring features. “When it comes to applications in an environment of our size, it is very time consuming to ensure compliance with UPHS standards,” he says. “Now, UPHS can easily monitor what products are being used in our environment and ensure we’re compliant with our standards and other licensing regulations. We plan to use LANdesk Management Suite’s software monitoring tool to notify us if unauthorized applications are in use on desktops.”

From remote management to inventory services, FCGMS and UPHS use LANdesk Management Suite every day. “We’ve exploited LANdesk Management Suite extremely well in our environment and we continue to grow with it,” adds Gray. “We’ve seen so many benefits. In fact, there’s a 98% software distribution service level that we have to maintain for the system, without damaging the machine after deployment occurs. With LANdesk Management Suite, we hit that every single time – and have often gone beyond that.”

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