

»»» A Perfect Solution for a Complex Environment



So much more than asset management software

Baylor University purchased LANDesk® Management Suite after several months of evaluating various asset management software. The initial search was for a product that would inventory their computer hardware and software. They quickly realized that the LANDesk product provided much more than asset tracking.

The Baylor campus has approximately 4,500 computers, and roughly half of these are Macintosh*. "LANDesk Management Suite is one of only a few asset management products that offer support for the Mac platform, and this was a major factor in our choosing the LANDesk product. We are able to capture inventory scans on the Macs, and we can use the Web Console to enable remote control," says Charlotte Lennox, Associate Director and ITC Business Manager at Baylor University.

Remote support and software distribution increases IT productivity

Baylor University is now finishing implementation of this product, and is just beginning to reap the benefits of the inventory features. However, the Software Support Group began using the Web Console feature almost immediately after the first clients were installed. When a client phones for help, the Web Console allows support staff to view details of the computer attributes and allows them to assume remote control when appropriate. "Our support staff was so excited over these benefits that they put considerable pressure on the implementation team to 'hurry up and finish getting this on all the computers,'" quotes Charlotte. "We were excited to learn that LANDesk Management Suite allows software distribution across the network for the non-Mac computers. We now plan to continue to use this feature to distribute other software in the future."

Business Needs

- Better inventory management for 4,500 computers
- Accurate reports for better technology planning
- A solution that works on both the PC and Macintosh platform

Solution

- LANDesk® Management Suite

Business Benefits

- Managing assets on both Macs and PCs with one solution increases productivity
- Generating detailed inventory reports enables administration to budget more accurately for technology expansion
- Easy software distribution results in IT cost savings
- Remote control increases efficiency of software support group

A more powerful solution

Baylor is running LANDesk Management Suite with an Oracle database engine using three Dell PowerEdge* servers. Implementing the LANDesk Management Suite has involved the database administrator and the server support staff considerably. But then the LANDesk Management Suite is a much more powerful product than they had originally planned for. They have recently upgraded to version 6.4.

“As with most major software implementations, ours was not without problems. The manufacturers of LANDesk Management Suite worked closely with us to solve problems that arose.”

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LSI-0266 0704/JA/SH