

# »» A Low-Cost Solution Manages Migration



The bottler in the region, Coca-Cola Beverages, Czech Republic (CCB CR) was formed in 1991. Today, it supports more than 35,000 direct customers with full distribution services, managing a network of customers in 4 business units – grocery (hyper and supermarkets), convenience (over-the-counter shops), HoReCa (hotels, restaurants, cafés) and away-from-home (petroleum chains, quick service restaurants etc.). In 1999, CCB CR became a part of the Greece Coca-Cola Hellenic Bottling Company (CCHBC), the third largest bottler in the world, offering the company products to 500 million consumers in 26 countries in Europe, Eurasia and Africa.

## Standardisation and simplification

In mid 1999, as part of an overall policy of standardisation and simplification, CCHBC issued an invitation to tender for a desktop management solution that would allow each of its business units to give remote support to their users and to more efficiently manage the hardware and software within the company's network architecture.

As the number of users and applications had risen within the Czech business unit, so had the workload of the IT support team. As a small team, engineers found themselves without the required resources. Desktops were spread across a wide geographical area, with the main headquarters holding 300 PCs and many other locations housing between 10 and 20. Travelling between sites to support these users was a costly and time-consuming exercise. Another worry was a planned migration in the Czech Republic from a number of different operating systems to a standardised Windows® XP environment.

## Rapid implementation

Several different solutions were evaluated. While some initially seemed to require less capital outlay, once costs of server hardware, installation and support were taken into account, LANDesk Management Suite beat the competition hands down. Jiri Kacerovsky, Network and Communication Manager, commented: "LANDesk Software delivered a rapid implementation, so the costs were much lower than with competitive products. As a result, we were able to start saving money and time even more quickly than anticipated."

## Business Needs

- A low-cost and easy-to-use solution to provide remote support to users across multiple sites
- Manage an approaching migration from a number of Windows® versions, including Windows 95 and 98, to a standardised Windows XP environment

## Solution

- LANDesk® Management Suite

## Business Benefits

- Easier management of 600 desktops in multiple sites
- Significant cost and resource savings through remote management and inventory
- Simplified support infrastructure and software/operating system deployment

The implementation was completed in just one week. A second week was required for testing and troubleshooting of the hardware before the system went live. A core Windows 2000 server was installed, running on a Compaq\* 360 platform. A 128Kb connection linked a new IT service centre to the various Coca-Cola sites across the country. Client software was installed on all desktops from this service centre once it was fully operational.

Only four hours of training was required for LANDesk Management Suite, and the two operators are delighted with its intuitive interface and ease of operation.

The extremely rapid rollout was of tangible value to CCB CR and, because of this and the LANDesk Software solution's ease of use, the company has ensured a rapid return on its investment.

### Invaluable features

With the LANDesk remote control feature, the Coca-Cola helpdesk can take over any PC on its network, regardless of its location, then diagnose and fix the problem. Explaining how LANDesk Management Suite is being further utilised, Jiri Kacerovsky said: "We use the Remote Desktop feature for supporting 600 PCs and the Inventory function as a management tool for the helpdesk. The Software Distribution capability is particularly exciting. Now when there is a problem with, say, an Internet browser we can assess it and, if necessary, reinstall remotely."

A number of other applications are also in use at CCB CR: namely the Lotus Notes\* groupware platform and a proprietary sales system. "We can now roll out upgrades, patches and service packs without a site visit," Jiri Kacerovsky explained. "This type of activity used to take a number of days for IT staff to complete, and now it happens in minutes. Most importantly, Software Distribution will be absolutely invaluable when we migrate to Windows XP. It will save time, which consequently means substantially lower costs for a project of this size."

### Better network availability

The features and capabilities of LANDesk Management Suite provide built-in interoperability with CCB CR's Symantec\* Anti-Virus software. And the LANDesk Software solution easily integrates with enterprise systems such as HP's Openview\* – meaning that it will be flexible enough to deal with changes in IT strategy within The Coca-Cola Company. Jiri Kacerovsky concluded, "The reliability and performance of LANDesk Management Suite are both excellent. What might have been a very lengthy and expensive country-wide migration to a new operating system can now be handled much more easily.

"We have a richly functional product, better network availability and, best of all, our IT team have to travel less and so can spend more time where they really matter – supporting the users. We are very satisfied."

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JIRI KACEROVSKY,

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