

# »» Helping to Administer the Benefits



Over the last 25 years, Atlanta-based CompBenefits has grown into a nationally recognized leader in dental and vision plan benefit administration. Through acquisitions, the company now has nearly 600 PCs in 26 different locations spread across 13 states. To remotely manage this complex, heterogeneous environment, CompBenefits turned to LANDesk® Management Suite.

## Searching for a Remote Control Solution

CompBenefits provides affordable dental and vision benefits plans to more than 4.5 million members throughout the southern and midwestern United States. In addition to developing and managing networks, as well as administering benefit plans, the company offers a comprehensive range of dental and vision benefits products. In 1998, CompBenefits realized that its rapid growth had created a situation where having a single vendor to provide remote control capabilities was no longer a wish-list item – it was a necessity.

“I looked at Microsoft’s Systems Management Server and other products; I read a lot of reviews,” recalls Anthony Giacomo, CompBenefits’ director of Networks and Communications. “Before LANDesk Management Suite, we were using remote control, but it was via many different products. We wanted to settle on one product that would allow us to scale into future use. We needed a product that would work well in a heterogeneous operating system environment. We had to have a remote control application and if it also did asset management tracking, that would be a big plus for us. A software deployment feature would be icing on the cake. LANDesk Management Suite was the product that could do everything we wanted – and more.”

## Increasing IT Efficiency

While Giacomo and his small team of six IT specialists rely on LANDesk Management Suite to remotely solve problems in CompBenefits’ nationwide offices, they also appreciate the convenience of being able to use the remote control feature onsite in Atlanta.

“About a quarter of the company’s computers are here in our Atlanta headquarters,” says Giacomo. “My PC guys use LANDesk Management Suite’s tools even if the computer is 50 feet in front of them. They don’t have to get up from their desks and run down the hall. It really saves a

### Business Needs

- Cost-effective, scalable PC desktop management solution for CompBenefits’ 600 systems spread across 13 states

### Solution

- LANDesk® Management Suite

### Business Benefits

- Remote control feature reduces the cost of helpdesk support
- Better able to discover and manage hardware and software assets
- Increased ability to budget and control IT costs

lot of time. If you're an IT person, you can't walk through the hallways without having someone stop you with a request, a complaint, something.

If my guys didn't have LANDesk, they would be miserable. Their jobs would be a lot more difficult if they had to pick up the phone and tell someone how to make a fix, or if they had to help an employee at his or her desk."

In addition to remote control, Giacomo notes that he uses LANDesk's asset tracking and software deployment features to help CompBenefits work more efficiently and accurately. "Because the company has developed so quickly, we don't always remember who has what on their PCs around the country. LANDesk's asset tracking gives us the reporting for software and hardware inventory. If I want to replace all my computers that are a certain caliber or below, we can run reports. It helps me get a handle on the PC inventory and budgeting. LANDesk Management Suite's software deployment is also a great tool."

## Responding to Customers' Needs

Although his company doesn't track hard-data return on investment figures, Giacomo is quick to praise the benefits he's realized from LANDesk Management Suite. "I know that to send people to remote offices to work on computers would cost hundreds or even thousands of dollars depending on where they needed to go and how long they needed to stay," he says. "We don't put people on airplanes to fix problems anymore – there are offices we haven't been to in years because of the efficiencies of LANDesk. LANDesk Management Suite delivers a real bang for the buck. Over the last couple of years, it's become even better. The product developments and feature enhancements continue to improve the product."

Giacomo is looking forward to exploring the new ways he can use LANDesk Management Suite 8 in providing even more proactive management of CompBenefits' desktops. "LANDesk Management Suite is like a well-stocked tool box, where you can use the tools however you wish. All the tools work together instead of purchasing single pieces that don't work together from other vendors. It shows how responsive LANDesk is to its customers, doing things that we as customers want them to do."

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ANTHONY GIACOMO

DIRECTOR OF NETWORKS

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LSI-0277 0704/JA/SH