

»»» Helping Farm Credit Realize a Quick ROI



A Statewide Need Times Four

FCSAmerica is one of a network of national associations that provide financial services – from farm mortgages, operating loans, equipment loans and leases, building and grain storage financing, crop insurance—to the nation's rural farmers and ranchers.

With more than 850 employees spread across four states – Nebraska, Iowa, South Dakota and Wyoming – Cannon is in charge of desktop installation, security, updates and system maintenance for the entire company.

“Until recently, there was nobody other than myself to help manage desktop DLLs or software distribution other than picking up the CDs and sneaker-netting them to install,” he explains. “We previously had SMS, and once we moved to Microsoft 2000, we got a taste of group policies and MSI executables. The value of having a tool to control how software and updates got to mass workstations became a huge concern—as well as the ability to do hardware and software inventory.”

A Speedy Implementation

Which is why, in July 2002, Cannon was so interested in attending a local seminar showcasing the many capabilities of LANDesk® Management Suite. “I was very impressed with the staff of LANDesk Software,” he recalls. “I brought it back here and showed the demo to our team and put a recommendation together for our IT Leadership team. We made the decision in September and had 20 days to put it in production.”

“Another reason why we went with LANDesk Management Suite was we were able to obtain an evaluation copy of the LANDesk Management Suite right away and have proof of concept in the test lab,” adds Cannon. “In a small test environment we were able to show that what LANDesk Software said they can do, is a reality in our environment. As a result, when we implemented the LANDesk product, it took 15 days rather than 20.” Adding to the pressure of a speedy implementation, FCSAmerica had just built a new building and was in the process of moving from one building to the next.

The race was on.

Business Needs

- With a minimal IT staff, Farm Credit Services of America needed a comprehensive system management solution
- New PCs throughout the organization, covering over 40 locations in four states

Solution

- LANDesk® Management Suite

Business Benefits

- Deploys all its desktops and manages applications without traveling
- A significant savings in time and money
- Has moved the company to new PCs in 24 days rather than 13 weeks

Delivering Impressive ROI

Since then there has been no stopping the now two PC Integration Specialists. "Our production has definitely increased," he says. "We've hired one other person to do what I do and between the two of us, we manage the system. Initially we estimated the Return On Investment to be from four to six months; we've been able to get our money back in two months because of a few large projects like desktop replacement. Additionally, our current desktop rollout has been a huge success – we've been able to deploy all our desktops without having to travel to each site. We can capture all the settings we needed from a user, remove the old computer, add the new computer, have it automatically insert itself into LANDesk Management Suite reload a standard FCSAmerica image and have the user login to the new computer which has all the settings and software he/she had before. We have over 40 locations in our four states and in the past, a rollout like this meant traveling personally to replace each desktop and the applications. LANDesk Management Suite has saved a significant amount of time and money. What used to be a 13-week new hardware rollout for everyone in the company, has now been done in 24 days."

Taking Advantage of New Opportunities

While the huge productivity increases certainly makes everyone at FCSAmerica happy, Cannon (and his CIO) is especially pleased how the LANDesk Management Suite uniquely positions the organization to take advantage of new opportunities. "One of the big challenges our CIO pushes to us is don't just plan for what happens to FCSAmerica today; plan for what happens for the future. LANDesk Management Suite gives us those options, as well as a vision for the future."

"We use the LANDesk Management Suite hardware and software inventory, remote control features, server management and package deployment," explains Cannon. "One of our goals is to reach a point where we have seamless integration to the desktop—if users sit down at a machine; assigned software is installed on the machine when they log on. We want to move all of our resources away from typical break-and-fix to application management. With LANDesk Management Suite, we're able to anticipate things – like low space on a hard drive or missing RAM – that really makes a difference to our users. When we're able to make those proactive moves, not only does it make us look better, but also the users become more confident in us. The end result helps them stimulate more technology solutions. We're really excited with what we can do with LANDesk Management Suite and how much it can benefit us."

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DENNY CANNON

PC INTEGRATION SPECIALIST

FARM CREDIT SERVICES OF AMERICA



Corporate Headquarters

698 West 10000 South

Suite 500

South Jordan, Utah 84095

www.landesk.com

FOR PRODUCT INFORMATION

U.S. and Canada + 1-800-982-2130

Europe + 44 (0) 118-902-6200

Ireland + 353-1-469-3726

Japan + 81 (3) 3435-8261

Brazil + (55-11) 3048-4080

Mexico + 52-55-5261-4340

China + 8610-8518-3138

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