

# »» Brewing up high-quality support



As strategic tools that are used every day, computers require regular, high-quality support. Following the implementation of LANDesk® Management Suite on 3,000 PCs in just six weeks, Heineken\* France was able to dramatically improve user support – and more improvements are underway.

## High-quality user support

One of the country's leading brewers, Heineken France produces eight million hectolitres of beer every year, or one third of the national market. Its 6,000 employees are spread over five large breweries – Nord, Pas-de-Calais, Alsace (2 sites) and Marseilles – and 140 distribution points located close to the cafes, restaurants and individual consumers that make up its customer base.

Computers play an essential part in the company's day-to-day operations, and a recent merger of its IT departments provided an ideal opportunity to centralise the desktop support function. For financial as well as quality reasons, IT managers were clear on the desired outcome of this merger: an ability to offer the best possible service to the company's PC users.

## Meeting project deadlines

With 3,000 computers in 140 locations, equipped with various operating system versions and function-specific applications ranging from commercial and manufacturing to distribution, the scale of the project was vast. One of the most pressing requirements was to replace a software maintenance contract with a third party who delivered its services manually with an automated service delivered internally.

On the advice of Software Spectrum\*, its computer services partner, the IT department chose LANDesk® Management Suite to deliver this essential service. The product addressed the three criteria defined by Heineken France: an ability to take over users' machines remotely, comprehensive inventory management, and automatic distribution of any software application to all desktops. Rapid deployment of the solution was a high priority.

## Business Needs

- A remote support tool available through the company intranet
- An accurate inventory of 3,000 PCs
- A high-performance capability for software distribution to 140 sites

## Solution

- LANDesk® Management Suite

## Business Benefits

- More efficient helpdesk support, even during peak hours
- Real-time inventory management
- A common software platform throughout the company



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SAMUEL HUTIN

TECHNICAL COORDINATOR

HEINEKEN FRANCE

“We started work in October 2002,” recalled Samuel Hutin, the project’s Technical Coordinator. “We had one imperative: the remote computer helpdesk had to go live on 1st January 2003. Before that date, we had to adapt LANDesk Management Suite to our organisation, set up the support platform, and distribute both the operating system software and the function-specific applications to every desktop.”

### Improving problem resolution rates

Heineken achieved its objective, installing all the required software in just a few weeks. The helpdesk has functioned smoothly since its deployment and currently takes about 130 calls per day, between 7.00 am and 7.00 pm, with six engineers working in rotation. Importantly, the helpdesk is able to handle the morning ‘rush hour’ between 8.00 and 10.00 am, when around 40 calls often have to be dealt with as quickly as possible.

“We answer 68 per cent of the calls directly,” said Bernard Mathey, Helpdesk Manager. “Our engineers resolve the majority of problems immediately by taking over the user’s PC remotely, and by checking in advance the details of the hardware and the software installed on that computer. LANDesk Management Suite has enabled us to significantly increase the quality of service we offer to our users.”

Those calls that are not dealt with immediately are currently transferred to a second-level support engineer. However, first-level problem resolution rates continue to rise rapidly and Bernard Mathey believes the helpdesk will achieve an 80 per cent clear-up rate in the near future. Helpdesk support also includes the company’s portable computers, which are gradually being equipped with LANDesk Management Suite.

### Standardising desktops

Since its deployment, Heineken has continued to find new applications for the LANDesk Software solution, such as using its software distribution capability to begin standardising all the desktops. Because of LANDesk Management Suite, the distribution process is now both simpler and faster.

In Spring 2003, for example, Heineken distributed a new anti-virus solution to its 3,000 computers in just one month. “LANDesk Management Suite’s detailed inventory database meant that we could easily delete the previous anti-virus software and distribute the new one very quickly,” said Samuel Hutin. “The low bandwidth available to us could have been a real obstacle, but we were able to find a way around it by using the LANDesk Targeted Multicast™ technology.”

LANDesk Targeted Multicast technology allows the helpdesk to distribute files to many users while transmitting them to each subnet only once. Not only does this reduce the amount of time it takes to distribute software, it also means that network performance does not suffer due to overload. Consequently, user satisfaction levels remain high.

Another project, still in the planning phase, will allow Heineken to track software usage more accurately than ever before. Thanks to the Software Licence Monitoring facility in LANDesk Management Suite, the IT department will know exactly which users are using which applications, ensuring that only the necessary number of licences is ordered at any time. This is expected to generate significant cost savings.

## A vital management tool

LANDesk Management Suite is now an integral part of all Heineken IT projects including, for example, a major SAP\* deployment which is currently taking place. The LANDesk Software solution has rapidly become indispensable.

Samuel Hutin concluded: "We chose LANDesk Management Suite because it was easy to implement and to use. Its remote control and real-time inventory capabilities have increased the efficiency of our helpdesk. Not only did it meet our immediate needs, it also allowed us to automate all our IT projects, creating more cost efficiencies and further improving the service we offer to users."

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LSI-0209 0304/JA/DC