

»» A Service Package That Adds Value



Consolidation drive

Tetra Pak* is one of the world's largest and best-known manufacturers of materials for the processing, packaging and distribution of food and liquid food. Tetra Pak's products are sold in more than 165 markets and, in 2002, it achieved net sales of 7.5 billion.

Recently, the company embarked on a consolidation drive of its UK operations, moving its administrative offices to the site of a production plant in Wrexham.

Following the move, Tetra Pak needed to establish an IT helpdesk to service approximately 375 staff members and 400 PCs.

The company decided to outsource the helpdesk with Mark Clements, IT Controller, overseeing its management.

"It soon became clear," explained Mark Clements, "that the previous solution we had in place to help users via remote control was too big, too clumsy and unreliable." As Tetra Pak began looking for alternatives it noticed that many major hardware vendors were shipping LANDesk® Management Suite as client software on their machines, indicating how highly regarded it is.

Impressive remote control

After visiting a customer reference site, Tetra Pak was so impressed by the solution's remote control functionality that it immediately opted for LANDesk® Management Suite. "It was very quick and easy for the helpdesk staff to become familiar with it," said Mark Clements.

The benefits were immediate, as he further explained: "We are a factory environment and, prior to the LANDesk Management Suite implementation, helpdesk staff would have to walk from one end of the factory to the other to help a user. It was inefficient and time consuming."

"With the remote control function, we are now able to easily and quickly guide users through what needs to be done. This has freed up the helpdesk to concentrate on providing better value to users. For example, we now help people get a greater depth of usage from existing applications and come up with permanent fixes to problems rather than being engaged in constant fire fighting."

Business Needs

- Increase helpdesk user response rate following office location consolidation
- Enable helpdesk staff to concentrate on adding value for users
- Reduce pressures on helpdesk team

Solution

- LANDesk® Management Suite

Business Benefits

- More effective responses to user problems
- Considerable time saving for helpdesk staff
- Ability to provide permanent solutions to user problems rather than temporary quick fixes
- Increased helpdesk productivity
- Improved software licence monitoring

Software licence monitoring

The benefits Tetra Pak has realised from LANDesk Management Suite do not end there. The company is also using the asset discovery and inventory scan functionality to establish with certainty whether it is keeping up to speed with licensing compliance. "It also helps us to see whether users are installing any third party software which we don't allow," added Mark Clements. "The software licensing functionality generates reports and monitors product usage. We put in a set of parameters governing the products that are licensed and, if products start appearing that are not licensed, they will be highlighted, as opposed to us digging through a database trying to find out. It's a great tool."

Software distribution

Tetra Pak is also leveraging LANDesk Management Suite to deploy software throughout the organisation. Building an image of the latest version of a widely used application started this process. As a result, Mark Clements is predicting a massive reduction in the time it takes to get new software to the desktop.

Because Tetra Pak has a corporate licence for an imaging tool called Ghost*, it did not need to use the LANDesk Management Suite imaging functionality, which provides operating system and profile migration. However, a key question was whether Ghost would integrate with LANDesk Management Suite. "It bolted on, perfectly and with no fuss," said Mark Clements.

More value for end users

Mark Clements concluded: "I have been with the company for ten years and we have gone through all the different LAN management platforms, but when we chose LANDesk Management Suite, all the problems we had experienced before disappeared. The helpdesk people are very happy with it, and we are improving our service and adding more value for our end users."

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LSI-0279 0704/JA/SH