

# »» Driving up Standards for IT Management



Valeo is one of the world's top automotive suppliers. A global company operating in 25 countries, it lists an impressive number of leading car and truck manufacturers among its customers. Innovation is central to Valeo's success, with 53 research and development centres working tirelessly to bring new products to market.

One such centre, located in Créteil on the outskirts of Paris, specialises in car electronics. It employs hundreds of skilled engineers and technicians for whom information technology is an indispensable tool. The centre's 600 PCs are in constant use, and high levels of availability are therefore essential. As a result, the IT department is setting increasingly ambitious targets in its annual Service Level Agreements, in order to meet – or exceed – users' requirements.

## A benchmark product

As part of its drive to improve service levels, the company decided to install a network administration tool in 1998. Bertrand Fantini, network infrastructure manager at Créteil, takes up the story:

“We were looking for remote-control, centralised software distribution and automated inventory management,” he explains. “Our selection criteria focused on product performance and ease-of-use as well as overall cost of ownership.”

After six months of analysis and benchmarking, Valeo selected LANDesk® Management Suite. This is now being used not only in Créteil, but also in other sites, for example L'Isle d'Abeau, where there is a network of 300 PCs, and others.

## Achieving targets

The solution has greatly increased the efficiency of Valeo's helpdesk. A team of just four people are able not only to provide first-class support between 8 am and 7 pm, but also to substantially increase the number of tasks they undertake each day.

Only 10 percent of calls now require a visit to the user's desk, meaning that turnaround times have been reduced dramatically, and

## Business Needs

- Meeting ambitious targets for user satisfaction
- Ensuring that all PC-installed software is up to date
- Real-time inventory management

## Solution

- LANDesk® Management Suite

## Business Benefits

- High quality user support
- An accurate inventory
- Improved helpdesk productivity

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NETWORK INFRASTRUCTURE MANAGER

VALEO

problem-resolution rates are soaring. In September 2001, for instance, the helpdesk achieved service levels of 97 percent on a total of 487 calls.

Bertrand Fantini comments: “Our engineers are more productive because of the rich functionality of LANDesk Management Suite and its ease-of-use. As a result, network administration has become more efficient. We’re always trying to improve the quality of service we offer, and our users are telling us that we are succeeding.”

### Time savings

LANDesk Management Suite is also helping to speed up the distribution of software updates, a task that was previously done by external contractors. Each update for 600 PCs used to require the equivalent of one person working full-time for a month. The exercise was costly as well as time consuming.

Today, just one of Valeo’s helpdesk engineers is responsible for all software updates, which now require only a few hours to prepare and one day of testing prior to distribution. “LANDesk Management Suite is a very practical tool,” Bertrand Fantini explains. “Its Windows\*-based interface allows our engineers to work quickly and accurately.”

The helpdesk now installs new applications or updates on demand on a daily basis. This takes 20 to 30 minutes for a global update, and it is virtually instantaneous when done ‘online’ using remote control to fix an individual user’s problem. “Users are very pleased with this aspect of the service, because it allows them to request updates for specific applications when they are needed,” says Bertrand Fantini.

### Accurate data

The helpdesk engineers make extensive use of the LANDesk solution’s inventory function, particularly for software distribution. They rely on it, for instance, to provide accurate details of the operating system that is installed on each PC, to identify users of specific applications, and to check that the correct version of each program is being used.

A full inventory of the centre’s 600 PCs is now held in an SQL database on a dedicated server. LANDesk Management Suite ensures that the inventory is updated in real time.

“Thanks to the LANDesk solution, we now have a completely accurate inventory that we can use to solve a range of day-to-day problems as well as to manage larger projects,” says Bertrand Fantini. “For instance, we replace users’ PCs every two years, so it’s invaluable to have a record of the serial numbers of each machine. Now we know exactly where the new ones are installed and who is using them. Overall, the inventory function is saving us a great deal of time.”

### A guaranteed service

Since the installation of the LANDesk solution, Valeo's helpdesk has introduced new Service Level Agreements with its users. These guarantee that a severe problem will be addressed by the helpdesk – frequently through remote control – within one hour of the user's call being logged. Non-critical problems must be addressed within two days.

Bertrand Fantini concludes: "If you have more than 60 computers on a network, a tool such as the LANDesk solution becomes indispensable. LANDesk Management Suite plays a significant role in helping us to meet the ambitious targets laid down in our Service Level Agreements with users."

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LSI-0287 0804/JA/SH