



ROYAL LIVER SAVES TIME, MONEY, AND THE PLANET WITH KACE SYSTEMS MANAGEMENT APPLIANCE



Innovative UK-based Financial Services Company Tackles the Greening of IT, Manages IT Assets with KACE

BACKGROUND

Established in 1850, Royal Liver was developed for the mutual benefit and financial security of the local community. Over 150 years later, the financial services company continues to provide first-class service across the United Kingdom and Ireland. Based in Liverpool, Royal Liver has an ongoing commitment to diminishing environmental impact and continuing to provide customers with top-notch service and security. This multi-faceted approach demands the most from Royal Liver's IT team in responding to the management issues of more than 700 desktop and laptop computers in the company's Liverpool and Dublin offices.

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CHALLENGE

Like many growing companies, Royal Liver's IT staff came to the realization that its previous approach to systems management was limited as it had been custom-built for them at an earlier stage of corporate IT development. What's more, the current approach also proved inadequate at addressing the environmental issues important to Royal Liver's customers and employees, such as wasteful power consumption. Busy companies like Royal Liver are often forced to run IT operations around the clock. For Royal Liver, this means that software deployment often must take place outside of business hours, requiring extensive power consumption, not to mention also causing issues of extended response time and unmitigated disruption to clients' account access. These issues, coupled with Royal Liver's need to better track their computer and non-computer assets through their lifecycle, convinced the IT team that it was time to seek a new systems management solution.

“The need for a better tracking means for our IT assets, coupled with our ongoing commitment to reducing environmental impact has led to us expanding our systems management capabilities and resolving our IT headaches, all while respecting our environmental commitment,” said Mark McCann, I.S. Customer Support Manager at Royal Liver. “Despite having an automated solution in place, we were still leaving computers up and running all night long to upload security and OS patches.”

Nighttime is the right time — for software deployment

Because Royal Liver has over 700 computers on which procedures often need to be performed nightly, the power consumption was enormous and resulted in a dramatic increase in energy spending.

KACE TIME: ROYAL LIVER

DEPLOYMENT
Less than one hour

TRAINING
2 hours Web- and phone-based training

TIME AND MONEY SAVINGS

- Over \$120,000 in projected energy savings
- Decreased resource requirement for critical IT projects by 75%
- Saved 50% over competing products in initial costs

The IT department was tasked with reevaluating its deployment and patching processes, while working to conserve power and diminish cost expenditures. In looking for solutions to meet these diverse needs, Royal Liver approached the issue of power consumption and cost savings as a single, integrated goal and explored the ability to perform activation overnight through Wake on LAN, which would allow the forced power down of PCs at the end of the business day. What's more, Royal Liver could use the Wake on LAN capabilities to download security patches and other software updates without leaving their computers on overnight, creating significant savings for Royal Liver on energy costs.

“We had previously adopted a policy of instructing staff to logout of their PCs and only switch off their monitors overnight so that our IT staff could apply appropriate patches outside of normal working hours.

This was expensive in terms of power consumption, while also challenging our IT team to respond to overnight deployment issues in a timely fashion,” McCann said. Royal Liver set out to find a cost-effective solution that could extend its systems and asset management capabilities in order to cut down on average IT project time and conserve power. The company’s IT department teamed with Ambien Technology Ltd., one of the UK’s leading providers of software management solutions, to evaluate KBOX™ by KACE alongside solutions from both Altiris and Microsoft SMS.

SOLUTION

KACE leads with time, money savings

After a two week evaluation period, Royal Liver selected KACE’s KBOX Systems Management Appliance. Their decision was largely based on the product’s position as an all-in-one solution that integrates dozens of systems management solutions — including inventory and software distribution, patch management, Wake on LAN and remote administration — into a single appliance with extreme ease-of-use. In fact, Royal Liver’s IT staff was able to familiarize themselves with the KBOX in less than one hour. While other products offered some of the technical capabilities of the KBOX, Royal Liver found that alternatives were more complicated and much more labor- and time-consuming to deploy.

KACE offers best priced solution

Cost was another looming factor in the selection of the KBOX appliances over competing products. KACE not only offered the best-priced solution, it did so by a wide margin. Even beyond consideration of the initial pricing, the savings projected by Royal Liver due to KACE’s Wake on LAN capability exceeds \$120,000 per year.

The Asset Management Module also played a key role in Royal Liver’s selection of KACE. The module unifies and automates non-computer and computer inventory and asset management processes from deployment to retirement, including asset data audit, tracking, compliance, and reconciliation using an appliance-based approach.

“We selected KACE primarily for its affordability, energy-saving capabilities, and also rich functionality,” McCann said. “Additionally, we’re

happily taking full advantage of the KBOX to manage our IT assets with extreme detail, as well as manage our physical assets outside of the IT department. This capability was a nice bonus for such a complete product at an incredibly low price-point.”

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Remote software deployment cashes in extra IT time

Software deployment at Royal Liver follows an ITIL change control procedure, but even with additional protocols in place, the ability to deploy software remotely over the network via the KBOX gives IT staff immediate access to remediate implementation issues – no more wandering the building to find and troubleshoot an uncooperative machine. From an IT perspective, remote deployment of software diminished reaction time to deployment issues and limited customer disruption. The decrease in technical personnel required represents a 75% savings in IT staff assignment to critical deployment tasks for Royal Liver, 75% that can be deployed on other tasks.

“We recently rolled out a number of new files to the machines in one of our business units. Because of the urgency to get these files deployed immediately, this task would have required four members from the IT team to be assigned to manually install the files. With the KBOX, it was one person and one click to deploy to all 50 machines simultaneously,” said McCann.

KBOX to deliver energy, cost and time savings

The rollout of the KBOX to Royal Liver’s headquarters is phase 1 of a multi-phase program to reduce energy consumption, the number of IT staff required per project, and overall IT management costs. Royal Liver expects to see continued savings and success as the project continues.

SAVE TIME AND MONEY WITH KBOX SYSTEMS MANAGEMENT APPLIANCE

Accelerated Evaluation Period

- KBOX appliance showed immediate value
- No hardware/software prerequisites

Streamlined Deployment and Training

- Deployed in an hour
- Trained in 2 hours

Informational Rewards

- Scripted software distribution, saving time for four IT staff
- Remote shutdown and Wake capabilities
- Network and physical locations tied within asset-management module

Immediate ROI

- Over \$120,000 in projected energy savings
- Reduced IT staff for critical projects by more than half
- “One person and one click” software deployment



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