



# CLEAResult cuts IT labor costs in half with Dell KACE



## Customer profile

# CLEAResult

<b>Company</b>	CLEAResult
<b>Industry</b>	Energy
<b>Country</b>	United States
<b>Employees</b>	750
<b>Website</b>	<a href="http://www.clearesults.com">www.clearesults.com</a>

## Challenge

With their energy optimization services in high demand, CLEAResult was rapidly growing. Their outsourced service desk was slow to respond to tickets, creating a poor end-user experience, and the in-house IT team could not easily manage imaging and equipment provisioning for new hires.

## Solution

CLEAResult chose the Dell KACE Appliances to bring service desk operations in house, streamline imaging and patch management, and give the IT team greater control over problem-solving.

## Save time.

### Save your organization.

- Reduced IT labor costs by 55 percent annually
- Saved \$20,000 annually on service desk costs
- Improved end user productivity by 50 percent
- Appliances paid for themselves in less than 3 months

“Previously users couldn’t get a response to a service ticket for days. In our first month with Dell KACE, we cut response time to four hours making it easier for users to contact IT and providing deeper insight into our pain points.”

*Robert Kresko, Manager for IT Support Services,  
CLEAResult*

CLEAResult operates energy efficiency programs for utilities across the United States, helping them educate their customers on the impact and benefits of saving energy. Based in Austin, Texas, the company has experienced a steady demand for its energy optimization services resulting in rapid customer and revenue growth.

“We faced significant challenges keeping pace with the organization’s growth, particularly with imaging laptops for new hires. Since we deployed the Dell KACE Appliances, we have 30 to 40 machines on the shelf ready for new users. That’s been a huge time saver, and boosts everyone’s productivity.”

*Jeremy Estes,  
IT Coordinator,  
CLEAResults*

To accommodate this growth, CLEAResult has doubled its employee count to 750 people over a three-year period. “We help utility customers – everyone from homeowners to industrial facilities – figure out how little steps like switching to more efficient light bulbs can save them money in energy costs,” explained Robert Kresko, CLEAResult’s manager for IT support services. “By helping utility customers save money, we help our utility clients meet their energy efficiency goals.”

As headcount grew, CLEAResult’s IT operations became more complex and dispersed, challenging its then one-man IT team, to manage service tickets and turn around new-hire equipment needs in a timely manner. Kresko is responsible for about 400 laptops and 330 desktop PCs (nearly all Dell equipment), spread across 20 offices – in addition to managing 20 physical servers and 25 virtual servers company-wide.

CLEAResult had been managing IT systems and its service desk with the help of an outsourced IT vendor. But once staff numbers and the IT team increased, “our vendor simply couldn’t keep up with our pace,” Kresko said. “They were handling a fraction of the service desk tickets we received per month, and our users might not get a response for days.” The delay in response times sometimes led employees to reach out directly to Kresko for assistance.

“They would come to us to handle common tasks such as patch management because they didn’t trust the vendor.”

In addition, the timeline for provisioning IT equipment for new employees suffered because CLEAResult did not have efficient imaging capabilities. “It took us four to eight hours to build an image for a single machine, which meant it took too long to get new hires up and running,” said Jeremy Estes, IT coordinator for CLEAResult. “The machines had to be shipped to our corporate office, or we would have to travel to one of the offices to troubleshoot problems. It just wasn’t an efficient process and we knew we needed to take our systems management in house.”

#### **A search for faster, scalable systems management**

CLEAResult went on the hunt for an in-house systems management solution. “The outsourced vendor had no vested interest in helping our company grow, or in understanding our pain points,” Kresko explained. “So I told our management team that we could do it

#### **Technology at work**

##### **Hardware**

Dell KACE™ K1000 Management Appliance

Dell KACE K2000 Deployment Appliance

better ourselves – and committed to having something up and running in 30 days.”

Although a challenging timeline, that wasn't the only requirement on CLEARResult's wish list. "Not only did we need something that could scale to meet our expected growth, we also needed a more efficient service desk component," Kresko said. "We needed to be able to manage both servers and endpoints." Imaging was high on the list of must-haves, as well as patch management and software license management capabilities.

Kresko considered other systems management solutions but cost and configuration issues led them to evaluate other options. After visiting the Dell Executive Briefing Center and experiencing a build-to-order briefing based upon a specific IT environment, the CLEARResult team learned about the Dell KACE Management and Deployment Appliances – in particular, their fast implementation time and breadth of features including imaging and software license management – and that made their decision easy. "We opened our checkbook right on the spot," Kresko said.

#### **Dell KACE Appliances slash service ticket response time**

CLEARResult first installed the Dell KACE K1000 Management Appliance, an easy-to-use, comprehensive and affordable appliance that fulfilled all of their systems management needs, including initial inventory and discovery, software distribution, configuration management, patching, security vulnerability remediation, asset management, service desk and reporting.

"We wanted to have zero downtime for our end users," Kresko explained. The first phase focused on getting the service desk in place, as well as patch management.

Right off the bat CLEARResult experienced a dramatically improved service desk response time. "With our outsourced vendor we couldn't get a response to a service ticket for days. In our first month with the Dell KACE Appliances, we cut response time to four hours making it easier for users to contact IT and giving us deeper insight into identifying our pain points." He added, "In our first month with the K1000, we responded to 500 service tickets, compared to the 150 tickets the other vendor usually handled for us in a month. We were able to handle more volume with just one or two people than the other vendor handled with 20 people."

Internal management of the service desk also gave them more control over IT systems. "We have visibility into the problems our users are dealing with, so we can take steps to address these problems on a wider scale," Kresko said. "We didn't have that view into these issues when we outsourced IT management."

#### **CLEARResult reduces IT labor costs by 55 percent and boosts end-user productivity**

In addition to streamlining its service desk and patch management tasks, CLEARResult needed help with the enormous task of imaging and preparing laptops and endpoints for new employees. Kresko and his team had no formal process in place and certainly not one to scale with the kind of growth the organization was experiencing.

They deployed the Dell KACE K2000 Deployment Appliance which helped with inventory assessment, OS and application provisioning, migration and recovery. What used to take Kresko four to eight hours to build an image for a single machine now only took 30 minutes to get a new user up and running.

"One of our goals was to provide systems management services in a more cost-effective manner than the outsourced vendor, and we've done that with Dell KACE. We would recommend the appliances to anyone as it's truly been the best thing to happen to our organization."

*Robert Kresko,  
Manager for IT Support Services,  
CLEARResults*

"Our IT team faced significant challenges keeping pace with the organization's growth, particularly with imaging laptops for new hires. Since we deployed the K2000, we have 30 to 40 machines on the shelf ready for new users. That's been a huge time saver, and boosts everyone's productivity."

CLEAResult has seen both time- and cost-savings benefits from its Dell KACE Appliance investments. "One of our goals was to provide systems management services in a more cost-effective manner than the outsourced vendor, and we've done that," Kresko said. "We're also saving a lot of time by

being able to do our own imaging." The company has improved service desk operations with auto-assignment of tickets through a single queue for all offices.

Kresko and his team are sticking with the Dell KACE Appliances for the long run. "We had the opportunity to move to other solutions, but we're so enamored with Dell KACE and what it can do for us that we have no need to make a switch," he said. "We would recommend the appliances to anyone as it's truly been the best thing to happen to our organization."

## CLEAResult

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