

# Dell KACE proves the case for quick ROI



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*Ryan Haylock, Director of IT Services, Charlotte School of Law*



## Customer Profile

Industry:	Law
Country:	United States
Students:	500
Web:	<a href="http://www.charlottelaw.edu">www.charlottelaw.edu</a>

## Business Need

The school had outdated inefficient processes for handling its systems management. Given the expected expansion that was just around the corner, the IT team needed to make a quick change to a more efficient and cost-effective systems management solution.

## Solution

The Dell KACE™ K1000 Management and Dell KACE K2000 Deployment Appliances were selected for their low price point, ease-of-use and seamless integration into CharlotteLaw's existing systems.

**Save Time.  
Save Your Organization Money.**

- 60% reduction in service desk time using the K1000 Management Appliance
- 80% reduction in user downtime using the K2000 Deployment Appliance for imaging
- Overall solution ROI achieved in less than one month
- \$86,000 saved in service desk costs
- \$400,000 one-year return on investment
- More than 3,000 hours saved by IT team with the K1000 Management Appliance
- \$200,000 savings from user downtime reduction

Charlotte School of Law (CharlotteLaw) is the first and only law school in Charlotte, North Carolina. Known as the 'Queen City,' Charlotte exemplifies the 'New South' in its economic growth, diversity and also cultural offerings. CharlotteLaw has a strong, student-centered orientation designed to advance student success and leadership in law school, on the bar exam and in their future careers.

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Charlotte's population is exploding and CharlotteLaw is quickly following suit. Currently, almost 500 students seek instruction at CharlotteLaw. The school expects to both double the numbers of students it serves as well as its faculty within the next few years.

CharlotteLaw's IT Services team is powered by six IT technicians charged with handling systems management functions for more than 200 Dell desktops on the university's network. CharlotteLaw's future student and faculty expansion means only one thing to the already over tasked IT department—many more computers to manage.

### **Seeking Efficient Systems Management Solution**

Prior to the Dell KACE solution, the IT Services team relied largely on manual methods to manage its systems, which in the end meant the expenditure of a considerable amount of team hours. The team also used Windows® Server Update System (WSUS) to handle maintenance tasks and Symantec's Norton Ghost for imaging. The Norton Ghost system was problematic in that it slowed the network considerably. The slow ups only got worse as the network grew. For automated patching, Microsoft® Group Policy was used. The major drawback to this technology was

that there was no way for the IT Services team to test and know for certain that the patching process actually worked as expected, and that patches were successfully pushed out to all systems on the network.

Ryan Haylock, director of IT Services for CharlotteLaw, estimates almost 40 percent of the team's overall time was spent attending to service desk tasks, with an additional 20 percent each spent on configuration management, physical inventory and auditing, as well as patch management duties.

Given the law school's expected growth and the fact that the IT Services team would soon be asked to manage many more systems, the team knew it could no longer continue with its outdated and inefficient systems management practices. Due to budget constraints, hiring additional IT team members wasn't an option so the law school sought out a new, easy-to-use, all-

### **Technology at Work**

#### **Solutions**

Dell KACE™K1000 Management Appliance

Dell KACE K2000 Deployment Appliance

in-one solution that would promote automation, efficiency and in the end, cost savings.

"Our previous tools and methods were passable for managing a small number of systems and worked to a certain extent, but given the expected expansion that was just around the corner, we knew we needed to make a quick change to a more efficient and cost-effective systems management solution," Haylock says.

### **Dell KACE Delivers Quick ROI**

Initially, the team focused on obtaining a new automated service desk solution, since the vast majority of the team's overall IT time was spent managing service desk requests. They wanted a solution that would deliver service desk tickets in a unified, organized and timely fashion. At the recommendation from a colleague at another university, the IT Services team took a close look at the Dell KACE Appliance-based solutions. After a thorough evaluation, and the realization that the Dell KACE solution could offer so much more than just relief with service desk functions, the Dell KACE K1000 Management Appliance and the Dell KACE K2000 Deployment Appliance were selected to manage CharlotteLaw's growing systems network.

"When we came upon Dell KACE we were absolutely blown away by the breadth of features the K1000 Management Appliance offered. It provides us with not only relief to manage service desk functions in an automated and much more efficient way, but asset management, patch management and software distribution as well," Haylock says.

The Dell KACE K1000 Management and K2000 Deployment Appliances were selected for their low price point, ease-of-use and also seamless integration

into CharlotteLaw's existing systems. Offered to all new customers, the Dell KACE JumpStart Program provided thorough training for the team. In less than one week, the team was fully trained and the new Dell KACE technology was up and running.

### **\$86,000 Savings Annually In Service Desk Time**

The added Dell KACE service desk capability proved its worth almost immediately, and made users experiencing technical problems that required the attention of the IT Services team very happy as well. The integrated service desk Web interface enables users to automatically have their issue assigned to a member of the IT Services team. Tickets can be tracked to completion via the Web, and updates are automatically reported. It is estimated that the IT Services team reduced the time spent on service desk tasks by as much as 60 percent with the Dell KACE solution. That calculates to savings equivalent to more than \$86,000 per year, a considerable sum.

Haylock and the IT Services team also rely heavily on the K1000 Management Appliance for distribution of software and also deployment and patch management. Prior to the Dell KACE solution, technicians would have to physically work from each machine to see what software was in use, what software needed to be updated or installed, etc. Now, the IT Services team is able to automate IT tasks, while saving money and time.

As for the K2000 Deployment Appliance, Haylock and the team are especially impressed with the innovative imaging capabilities of this technology. The K2000 dramatically streamlines the overall deployment process. Network imaging tasks that previously took weeks to perform can now be completed in just a single day.

**"When I saw the Dell KACE K2000 appliance in action, I was completely amazed."**

*Jessica Harris, Help Desk Manager,  
Charlotte School of Law*

## 80% Less Time Spent On Imaging

"When I saw the Dell KACE K2000 appliance in action, I was completely amazed," says Jessica Harris of CharlotteLaw's IT team. "It's just so easy to use. We've reduced the time spent on image maintenance by almost 80 percent. I just love it and I've been a huge fan since day one."

Another factor that added to CharlotteLaw's smooth transition to the Dell KACE solution was that the fact that the vast majority of faculty members use Dell systems. This meant that the Dell KACE family of appliances integrated

easily with all aspects of the IT Services team's "Dell Shop," Haylock says.

"The Dell KACE solution is just so incredibly efficient and relieves us in so many different systems management ways," Haylock concludes. "My new management philosophy is to have fewer systems doing the work of many. To be able to deploy applications with the push of a button, easily run reports that provide needed intelligence, perform service desk functions and manage security from a single interface is incredible."



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