



DRT MANUFACTURING BUILDS TIME AND MONEY SAVINGS WITH KBOX



MANUFACTURING LEADER DRILLS DOWN ON SOFTWARE DISTRIBUTION, REMOTE MANAGEMENT CHALLENGES WITH KACE

BACKGROUND

DRT Mfg. Co. is famous for developing and perfecting the rivet technology that revolutionized the can industry for beer and beverage packaging. The company has since evolved into a multi-market precision component manufacturer and systems integrator. DRT Mfg. Co. became the leader in its market by providing innovative technology, precision components and superior support on a timely basis, enabling customers to be low-cost, high-quality suppliers to their markets. Such an advanced range of services requires constant attention from the company's IT staff to support its 250 desktop end users spread over 4 locations.

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— David Geis, CIO of DRT Mfg. Co

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CHALLENGE

As DRT Mfg. Co. expanded its services to accommodate its newest manufacturing sites, the IT staff started to realize its software distribution, remote control and inventory management processes were unable to efficiently manage the growing company’s systems. The company had already invested in Microsoft Systems Management Server (SMS) to manage and maintain its increasing collection of technology assets, but that choice proved to be extremely costly and challenging to operate. With the restricted capabilities provided by the Microsoft SMS software, and the rising costs to support it, DRT Mfg. Co. had to choose between continuing to pump money and time into making it fit their needs, or search for a better, more affordable alternative. Any new solution would have to proficiently address all of the company’s distribution, remote control and inventory management needs out of the box.

“Our use of Microsoft SMS was getting prohibitively expensive,” said David Geis, CIO of DRT Mfg. Co. “It was costing us hundreds of dollars per hour in support calls – and with our growth, SMS was getting harder and harder to debug. It was time to make a change and find something that addressed our needs and was also easier-to-use and more affordable overall.”

Remote software distribution, help desk capabilities needed

DRT Mfg. Co.’s software distribution process was previously managed manually, without automated or remote management capabilities. Attempts to use Microsoft SMS and custom scripts resulted in hours lost to de-bugging and manual, on-site installations. Travel between the company’s locations diminished employee productivity and caused excessive downtime.

“Managing distribution across hundreds of desktops throughout the organization - going from desk-to-desk and installing things - took an inordinate amount of time,” Geis said. “As our operation expanded, the problems multiplied. We needed a solution to resolve the software distribution issue, without spending weeks in training or thousands of dollars in support.”

KACE TIME: DRT Mfg. Co.

DEPLOYMENT

One hour

TRAINING

Three hours

SAVINGS

- Decreased time for software distribution by 50%
- Projected savings exceed \$77,000 in the first year
- Despite continued growth, no need to hire additional IT staff

The overall goals included solving the problem of software distribution, providing remote functionality and help desk service, all while keeping affordability as a priority. DRT Mfg. Co.’s IT staff set out to find a cost-effective solution that could supply the software distribution, remote control and inventory management capabilities needed to troubleshoot and manage the company’s geographically distant machines.

SOLUTION

Direct time, money savings through appliance solution

Having spent thousands of dollars attempting to make the Microsoft solution useable, DRT Mfg. Co. decided it was time for change. The new solution had to be easy to use, affordable, and provide remote management capabilities, as well as offer the systems management features required for the growing company.

DRT Mfg. Co. chose the KBOX Systems Management Appliance from KACE.

A review of KACE appliances showed its comprehensive package to be the best overall value. Competing products cost twice as much to deploy as the KBOX, not including the expense of ongoing support and additional modules necessary to bring it up to the KBOX's high level of functionality – all included with KACE solutions.

According to DRT, ease-of-use was a principal factor in the decision to go with the KBOX appliance over competing products. The user interface of KBOX provides an intuitive way to manage dozens of systems management capabilities included with the appliance – from inventory and software distribution to help desk management and remote administration. The KBOX so completely fulfilled DRT Mfg. Co.'s IT requirements, the choice to go with KACE was clear.

"The appliance approach blows competing products out of the water from a 'time to implement' standpoint, and the ease of use, affordability and software distribution capabilities of the KBOX made it an easy choice for us," Geis said. "We would find it very difficult to support our growing organization without the KBOX, that's for sure."

Software distribution & remote management require no tooling, no fooling

Another big highlight for DRT Mfg. Co.'s selection of KBOX is its software distribution capabilities. The software distribution function allows remote administration, installation and distribution of any application, service pack, update, or digital asset to desktops and servers. Pre-defined "filters" can be set to allow almost unlimited control over machine updates. KBOX also integrates with real-time active directory or LDAP group deployments for ease of distribution management.

"We're still putting pressure on our vendors to write 'IT department friendly' install routines and software," Geis said. "There can still be challenges to overcome when vendors do not follow industry standards, but KBOX makes it about as easy as it can be to get software deployed to the machine and installed."

Remote management is yet another area where KBOX shined for DRT Mfg. Co. Using KBOX to manage networked machines remotely virtually eliminated the need for IT staff to travel to where the problem machines are physically located. This sped up resolution times and helped DRT Mfg. Co. avoid unwarranted end-user downtime.

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Overall, remote management and the newly organized workflow saved DRT Mfg. Co. 60 percent in time spent resolving help desk tickets.

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DRT Mfg. Co. gains precise yet cost-effective IT management through KBOX

"The KBOX was the simple solution for us," concluded Geis. "Easy to manage, affordable, and responsive support included – KACE has our desktop management needs nailed."

SAVE MONEY WITH THE KBOX SYSTEMS MANAGEMENT APPLIANCE

Value in Form and Function

- The KBOX appliance provides immediate value with low-price point/high feature-set comparison
- Remote management capabilities gives IT staff hours of time savings each day
- Included KBOX support saves money with every call

Efficient Deployment and Training

- Clients deployed in one hour
- IT staff trained and solution in use within three hours

The Numbers Have "IT"...

- Decreased time for physical inventory and audit by 70%
- More than \$77,000 in projected ROI in the first year alone
- More than 60% reduction in time taken for help desk ticket resolution



1616 North Shoreline Boulevard
Mountain View, CA 94043
877-MGMT-DONE Main
650-316-1050 International
650-649-1806 Fax

www.kace.com
info@kace.com

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