



HOLLAND COMPANY MANUFACTURES TIME AND MONEY SAVINGS WITH KACE™



KBOX™ replaces repetitive, time consuming manual tasks with comprehensive systems management for growing manufacturer

BACKGROUND

Holland Company LP is the world leader in flash butt welding systems. They also build rail equipment, perform track testing, manufacture components for rail cars, and provide “turn-key” solutions for crane systems. Privately owned and headquartered in Crete, Illinois, the company, with 500 employees, has seen tremendous growth in the past three years and is undergoing major growth in all business segments.



“KBOX has prevented us from having to hire two additional people in the IT department. KBOX has more than earned its keep. We will continue to see additional benefits from using the KBOX.”
—Lynne Sabuco, Manager, Client Services, Holland Company LP



CHALLENGE

Many manual tasks drain systems management staff time

Holland’s success has resulted in expanded offices and headcount which strapped an IT department already serving a large number of users, many of whom were mobile. The IT department was manually performing tasks such as inventory management of hardware and software, software distribution, patch management, and new machine deployments. Automation of these repetitive tasks was critically needed.

SOLUTION

KBOX takes no time to install, deploy and train

In December of 2005, Holland installed the KBOX™ IT Management Suite in just two hours. Lynne Sabuco, manager of client services, explained the reasoning. “We picked KBOX over Altiris, Microsoft SMS and Microsoft MOM because the KBOX appliance is a total solution. It was easier to install—we didn’t have to buy separate hardware and install the system and management software. We would have spent more than three times the amount on a Microsoft solution and at least a week in setup time after we attended days of classes to learn the software.”

KBOX eliminates time spent on inventory management

With 80% of Holland’s employees being mobile, managing the inventory of all the user machines on the network was a major challenge for the IT department. KBOX now provides them with up-to-date information on hardware and software configurations in real time for each machine and augments

Holland’s Lotus Notes Asset database. The IT department is no longer burdened with manually tracking and reporting inventory. “The hardware inventory is very useful for me,” indicated Sabuco. “I don’t have to touch each individual machine—I just check the KBOX.”

KACE TIME: Holland Company LP

DEPLOYMENT
One day

TRAINING
8 hour Web-based training

TIME AND MONEY SAVINGS

- 200 hours saved on a major application upgrade
- Downtime for billable staff: Eliminated
- Updates completed in minutes vs. hours
- No nights at work updating or deploying software

Real-time alerts for proactive problem resolution

In addition to inventory reporting, the KBOX also provides proactive visibility into problems before they happen. For instance, the IT department receives an email alert when a specific disk drive is becoming full and can take action, notifying a user or fixing a server before the machine stops functioning.

Improved security and time saving remediation

Keeping local machines patched to the latest levels is a key component in improving security but it is especially challenging with so many remote field workers. KBOX solved this dilemma, efficiently using bandwidth and distributing Microsoft Windows XP SP2 and Microsoft Windows 2000 SP4.

Software that is not IT approved can threaten security and violate Holland's corporate policy but was time-consuming to track and take action on. With the new visibility into each machine, the IT department can easily uncover unapproved software, such as Yahoo! Messenger, and make arrangements to remove it. In the future, KBOX will be configured to remove it automatically.

Dramatically reduced time for system deployment

Prior to KBOX, it would take Sabuco's team a whole day to set up new machines. Each installation needed to be manually installed and customized depending on who would be using the machine. Now, using imaging and automatic filtering and grouping in the KBOX to customize application deployment depending on user-type, new machine installations only take 2.5 hours.

Pushing out updates of a proprietary application to the machines of occasionally connected field personnel was a challenge. The app reports production information for customer invoicing and revenue, which is critical to Holland. Now, the KBOX handles the updates automatically.

"The IT department is much more proactive now," observes Sabuco. "We have not tracked the overall hours but just on new machine deployments we are saving about 60 to 70%." Sabuco's team regularly uses KBOX to broadcast alerts to users—alerts such as Lotus Notes (email) being unavailable. They have also used alerting for internal company promotions making IT more efficient and keeping end users better informed.

Maximizing time, efficiency of existing staff

Finally, Bentley said the appliance approach of the KBOX has many advantages. "There is virtually no maintenance on our part," she said. "Installation was practically non-existent. Normally you have to buy a server, buy an OS, set all that up, configure the software, maintain it, back it up, and none of that is an issue with the KBOX."

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SAVE TIME AND MONEY WITH KBOX SYSTEMS MANAGEMENT APPLIANCE

Accelerated System Test and Acquisition

- No additional hardware purchase or software installation required

Streamlined Deployment and Testing

- Operational in hours vs. weeks for software alternatives
- Onsite, web-based training vs. days of classes

Immediate ROI

- Saved 500 hours on IE 7 deployment
- Photoshop install reduced from four hours to minutes
- 60% time savings to deploy new machines
- Eliminated manual inventories on remote users



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