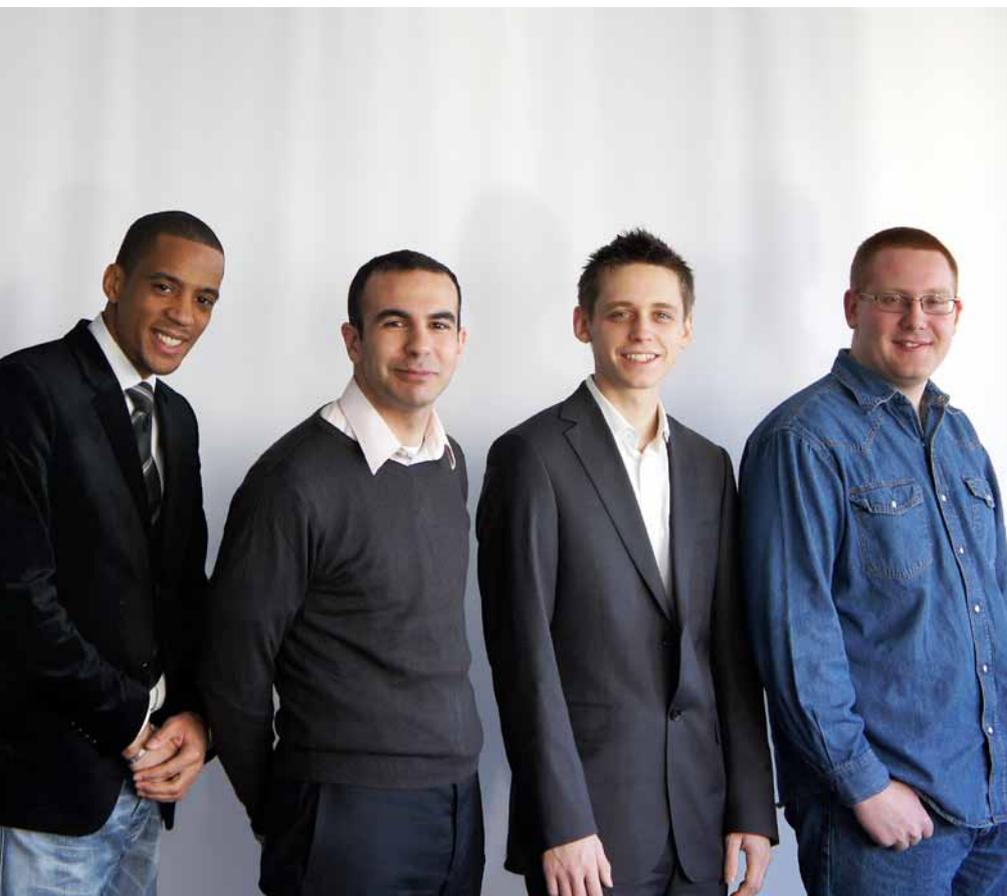




Technology specialist simplifies asset management

Application performance management company in France reduces time inventory time from three weeks to one hour with systems management appliances



“Now, with the K1000 appliances, we can generate a report in an hour that tells us how many licences and which versions of software we have.”

Stephane Gros, IT Manager, Ipanema Technologies

Customer profile

ipanema
Technologies

Company	Ipanema Technologies
Industry	Technology
Country	France
Employees	200
Website	www.ipanematech.com

Business need

Ipanema Technologies wanted to simplify its IT infrastructure. It found managing multiple systems from different vendors complicated and time-consuming.

Solution

The company deployed Dell KACE™ systems management appliances to catalogue, update and manage software and systems across the organisation.

Benefits

- Business gains all-in-one management solution
- Numerous hours saved by speedy deployment of appliances
- IT team finds it easier to manage a diverse environment
- IT department becomes more proactive
- Inventory time is cut from three weeks to one hour

Solution areas

- System Management

The Ipanema Technology System enables any large enterprise to optimise and gain full control of their global networks – whether that’s in a private or public cloud, or across both. Ipanema’s goal is to ensure customers can always connect to their business applications. The company’s system dynamically adapts to whatever is happening in the traffic and guarantees constant control of critical applications.

Stephane Gros – IT Manager at Ipanema Technologies – is responsible for managing the company’s global IT. And, like most IT managers, his challenge is to do more with less. But this proved to be difficult in an environment with multiple systems from different suppliers. It’s important for Ipanema that employees have the latest technology, but managing updates under these circumstances was difficult. Gros says: “We used several tools to manage the various systems, but this was becoming increasingly complicated and time-consuming.”

To remedy the situation, Gros looked at a number of systems management tools. But while there were many inventory management tools on the market, he struggled to find a solution that would also manage updates and deploy software. In addition, many options involved long, expensive consultation phases. Gros wanted a system that his staff could install quickly and manage themselves – and that would work on a range of operating systems.

Firm finds rapid solution for efficient updates and deployments

Gros found a product that met the company’s requirements following a conversation with a contact at Dell, which supplies servers, storage and desktops to Ipanema. He downloaded a trial version of the Dell KACE™ family of systems management appliances, and, in less than an hour, was convinced it was the answer to Ipanema’s challenges.

The support Gros received as a trial user played a large part in helping him choose Dell KACE. He says: “The Dell KACE team was responsive and answered all my questions, even though I was only using the trial version.” Most importantly, Gros found that Dell KACE systems management appliances offered him all the functionality he needed in one solution. He says: “I was impressed with Dell KACE because you can do much more than create an inventory. Once you’ve got your inventory, you can manage updates and deploy software.”

“We spend less time resolving issues because we can prevent them thanks to the reporting in our K1000 appliances. The team can pre-empt break downs, the end of warranties and printing issues.”

*Stephane Gros, IT Manager,
Ipanema Technologies*

Technology in practice

Services

Dell KACE™ JumpStart

Hardware

Dell KACE K1000 Management Appliances

Dell KACE K2000 Deployment Appliance



Fast deployment saves Ipanema time and money

Gros decided to implement the Dell KACE K1000 Management Appliance and Dell KACE K2000 Deployment Appliance. Both appliances support plug-and-play local area network and wide area network deployment, have an intuitive web interface and are easy to upgrade, which meant the deployment was straightforward for Gros and his team. Unlike solutions from other vendors, Dell KACE didn't require a complicated set-up with a long and expensive consulting phase.

"It was easy to install and deploy Dell KACE appliances throughout the organisation because of their simplicity. You install them and they work immediately," says Gros. What's more, the company saved money because it didn't need to get a third-party to install the system, which it would have done with products from other vendors. The IT team also benefitted from the Dell KACE JumpStart training, which is included with Dell KACE appliances. The Dell KACE team tailored sessions to meet Ipanema's needs. "The knowledge transfer and training on Dell KACE was great for the whole team. Our instructors were helpful and flexible, which made the training even more effective," says Gros.

IT team finds it easier to manage multiple platforms

To ensure they're accurately replicating scenarios, Ipanema's employees need to have the same technology as the company's customers. In the past, this meant the IT team spent, on average, one day a week to install software and manage updates across different platforms. Now, Dell KACE appliances do this automatically.

Many of the other systems Gros considered were proprietary and couldn't manage an infrastructure comprising different environments, brands and operating systems. Gros says: "Our users get the latest software updates automatically thanks to Dell KACE, whichever platforms or applications they're using. This was a key requirement for us."

IT department becomes more proactive

Gros's team can solve support issues faster thanks to Dell KACE appliances, and, as a result, it's become more proactive. Gros says: "We spend less time resolving issues because we can prevent them thanks to the reporting in our Dell K1000 appliances. The team can pre-empt breakdowns, the end of warranties and printing issues. If you're dealing with a sales account manager in Singapore, it's important to know when the PC guarantee is expiring so you can purchase and deliver the PC to them in time."

The team now focuses on anticipating issues. As a result, users experience less disruption and don't have to wait as long for the IT team to deal with their requests. Gros says: "Our R&D community raises more requests for software deployment because they know we'll respond to their requests faster."

Company reduces inventory time from three weeks to one hour

Ipanema's IT team benefits from information about the company's hardware and software assets around the world thanks to the Dell KACE K1000 Management Appliance. This helps it optimise the company's IT infrastructure and keep track of licences and updates. Before Ipanema deployed Dell KACE, the IT team had to contend with a lot of administration. Gros says: "It used to take us around three weeks to take an inventory of licences and content on PCs across the organisation. Now, with the Dell K1000 appliance, we can generate a report in an hour that tells us how many licences and which versions of software we have."

Staff get a better service from the IT team

The company's employees across the world now have the tools they need to do their jobs. In the past, Ipanema's IT team could deploy applications only in English because installing applications for employees in their local languages was too time-consuming. Now, employees get applications in their local languages because the Dell K2000 appliance deploys language packs automatically. "We save time on administration, deployment and support with the Dell KACE family of systems management appliances, but we also provide better support for employees," says Gros. In fact, the team now spends a maximum of one hour on an individual problem. If they can't fix it within that time, it's quicker and easier to reinstall the software.

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