



KACE HELPS JORDAN'S FURNITURE FAMILY GROW THROUGH TIME & MONEY SAVINGS



Retail Chain Meets Systems Management, Help Desk Challenges with KACE

BACKGROUND

Established in 1918, Jordan's Furniture was developed by multiple generations of the Tatelman family into a Massachusetts retail success story. Almost 90 years later, the furniture giant continues to provide quality home furnishings, first-class service, and out-of-the-box promotions through its four Massachusetts locations. Now part of the Berkshire-Hathaway family of companies, Jordan's Furniture is committed to providing customers with top-notch service and security. This demands quick and thorough action from Jordan's IT team, responsible for responding to the daily issues of managing more than 1,100 point-of-sale terminals, warehouse workstations, and desktop and laptop computers throughout the company's retail, warehouse, and corporate offices.

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Information Services Manager,
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CHALLENGE

As Jordan's customer base continued its rapid growth, the IT staff realized that its time-consuming manual help desk and software distribution processes weren't successfully or cost-effectively managing Jordan's systems. Additionally, Jordan's diverse hardware environment proved to be extremely costly and challenging to operate. Jordan's infrastructure includes a myriad of point-of-sale and warehouse terminals (running on UNIX), Windows PCs, and Apple desktops and laptops.

“We were badly in need of a central systems management point for our mixed-bag of desktops and terminals,” said Jason Cummins, information services manager at Jordan's Furniture. “We had to move away from manual IT processes to stay competitive and grow our business, all the while keeping additional overhead costs to a minimum.”

Manual help desk processes time consuming

Jordan's manual help desk ticketing process was used to manage incident resolution on its 1,100 computers, making it very complex. Configuration issues – stemming from Jordan's diverse hardware environment – hampered employee productivity and caused excessive computer downtime.

“Almost half of our IT staff's time was spent sorting and triaging help desk tickets in the queue before having to chase down the equipment, the problem, and possible resolution,” Cummins said. “This method was extremely time- and labor-intensive. We were going through a tremendous growth spurt and challenging our technology system more and more with each passing day.” Additionally, Jordan's IT staff pushed out software distributions manually — a highly

time-consuming process that left the mixed hardware media in disarray over software versions and update status. With no uniformity in hardware or software, Jordan's IT staff was scrambling for technology to keep up with the retail chain's growing business.

The overall goal was to solve these problems while keeping overhead costs down, without sacrificing security or customer service. Jordan's IT staff set out to find a new cost-effective solution that could keep up with its expanding systems. Further, the team sought to extend its help desk capabilities to cut down on the average help desk ticket time to resolution.

KACE TIME: JORDAN'S FURNITURE

DEPLOYMENT
Less than four hours

TRAINING
Three hours Web- and phone-based training

TIME AND MONEY SAVINGS

- More than \$65,000 of user downtime reduction with KBOX
- Decreased software distribution time by 60%
- Projected savings exceed \$50,000 annually
- Strong ROI, KBOX paid for itself in less than one year

SOLUTION

Keep IT in the family with time, money savings

After evaluating solutions such as BMC Service Desk Express, Jordan's selected the KBOX™ Systems Management Appliance from KACE. The selection was based on the technology's ease-of-use and its all-in-one functionality. KBOX integrates dozens of systems management solutions in a single appliance, from inventory and software distribution to patch management, help desk management, and remote administration.

Cost and ROI were huge factors in the decision to go with the KBOX appliance over competing products. KACE not only offered the best-priced solution for its technology, but it also offered the best value. The cost of software-only offers from other vendors was at least twice as much as KBOX. Further, this base pricing didn't include the additional modules necessary to bring them up to the KBOX level of rich functionality. Lastly, the projected savings by Jordan's due to the KBOX help desk capability exceeded \$50,000 per year in anticipated employee labor. The choice was clear.

"Incredibly, our IT staff was able to be up and running with KBOX in less than four hours," Cummins said. "While other products offered some of the technical capabilities of KBOX, we found that alternatives were more complicated and much more cost- and time-consuming to deploy."

The Help Desk Module also played a key role in Jordan's selection of KACE. The KBOX Help Desk Module includes the ability to easily configure process-based rules to govern the flow of tickets. Tickets are also completely customizable, searchable, and sortable. Ticket queues can be pre-defined based on skill sets, location, and other parameters. KBOX also tracks the ongoing process, including reporting changes in ticket status to appropriate parties.

"KACE technology was selected for a number of reasons, including its affordability and ability to rapidly diagnose problems within our system," Cummins said. "KBOX has definitely helped limit the turnaround time on help desk tickets and reduced downtime. This ability alone has made KBOX a great value at an incredibly low price-point."

Remote software distribution saves IT staff time

Software distribution at Jordan's is another area where KBOX saves a tremendous amount of time. The ability to send software and updates remotely over the network via KBOX gives Jordan's IT staff flexibility in distribution scheduling and immediate access to address issues. The previous, manual approach required a physical IT presence in front of each machine to manually upload the software. From an IT perspective, using remote distribution of software diminished reaction time to issues

and limited disruption on customer-facing terminal positions. The decrease in time required for software distribution represents a 60 percent savings in IT staff hours on distribution tasks.

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Jordan's extends family tradition through KBOX time and money savings

"We've been using KBOX for over a year now, and the Help Desk Module has become the foundation of our organization in dealing with issues within our complex network," concluded Cummins. "From the ease of deployment and training, to the time savings from remote software distribution and the help desk module, KBOX has revolutionized the way our IT department functions and gives our company the support it needs to continue its current growth unhindered."

SAVE TIME AND MONEY WITH KBOX SYSTEMS MANAGEMENT APPLIANCE

Accelerated Evaluation Period

- KBOX showed immediate value with low-price point/high feature-set comparison
- Rich functionality over competition's that required several add-on modules
- No hardware/software prerequisites

Streamlined Deployment and Training

- Deployed in hours
- Trained and in use within four hours

Immediate ROI

- More than \$11,000 in projected ROI in the first year alone
- More than 60% reduction in time taken for software distribution
- Saved more than \$65,000 in user downtime reduction



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