



Web business reduces management time with automated tool

Web services company cuts software and patch update time to just half a day a month with automated device management tool



“With the Dell KACE K1000 Management Appliance I review and approve only the updates I need to. By reducing the time I spend on this, I’ve increased the time I have to focus on strategic initiatives.”

Mikko Kauttu, Chief Information Officer, Optinet

Customer profile

optinet.

Company Optinet
Industry Technology
Country Finland
Employees 40
Website www.optinet.fi

Business need

Optinet’s IT expert spent two days each month managing patch and software updates. He needed a tool for automating the process on computers running Apple Macintosh and Windows® software.

Solution

Optinet deployed the Dell KACE™ K1000 Management Appliance, providing automated software distribution and patch management tools.

Benefits

- Software is updated in half a day per month
- Comprehensive training is completed in four hours
- Overheads are kept low
- Pre-installation trial inspires user confidence
- Deployment takes just a few hours
- Time spent on network administration is reduced
- IT has more time for strategic initiatives

Solution areas

- System Management

Optinet produces software-as-a-service solutions for business customers, non-profit organisations and sport clubs in Finland. Its Optinet Directo provides web content management tools, while Optinet Associon gives subscribers the ability to create their own member management systems, websites and intranets. The company has around 3,000 customers and approximately two million end users.

"I used to spend up to two days a month managing software updates for Windows, but with the Dell KACE K1000 Management Appliance I'm monitoring both Windows and Macs, but I've reduced the time I spend on updates to half a day per month."

Mikko Kauttu, Chief Information Officer, Optinet

Optinet employs 40 people, 25 are based at its headquarters in Lempäälä and 15 people based in Helsinki who work for their subsidiary Avoine Oy. This includes customer service teams and a number of designers and developers. About 80 per cent of the company uses Dell computers running Windows® software, but as part of a new initiative, Optinet planned to introduce Apple Macintosh (Mac) laptops to support the design and development teams. This presented a challenge for Mikko Kauttu, Chief Information Officer (CIO) at Optinet. He's the sole person responsible for keeping the company's laptops in peak condition but he also manages the network infrastructure and help desk. Previously, Kauttu used Microsoft® System Center management software, but the tool's functionality didn't extend to Macs. Kauttu wanted a way to manage both Mac and Windows clients that required minimal input on his part. He explains: "I don't have time to assess all the software updates that come through because I'm also providing routine help desk support and managing the infrastructure."

Confidence enhanced with pre-deployment trial and evaluation

When Kauttu learned about the Mac implementation, he immediately began researching potential management solutions. Through word-of-mouth recommendations he heard about the Dell KACE K1000 Management Appliance. Optinet already uses several Dell solutions, so Kauttu

turned to his dedicated Dell Account Manager for information. "There was no competition – the Dell KACE K1000 Management Appliance was the only solution I found that could support both Mac and Windows clients," he says.

Without the backup of a large support team, it was only natural for Kauttu to evaluate the product extensively before committing to a purchase. Dell invited him to attend a free demonstration workshop at Dell office in Finland where he could learn more about the solution. The half-day workshop gave Kauttu insight into the functionality of the KACE K1000 Management Appliance and gave him confidence he'd found the right solution for Optinet. He explains: "The Dell workshop had 10 attendees, all of whom were there for the same reasons. It was pretty intensive. I came away knowing I wanted to trial the Dell KACE K1000 Management Appliance specifically for software distribution, security and patching."

Dell didn't just give Optinet a week's trial. When Kauttu wanted more time to gain familiarity with its capabilities, Dell provided the company with the software free for a month.

Technology in practice

Solutions

Dell KACE™ K1000 Management Appliance

Patch and software updates take just half a day each month

The KACE K1000 Management Appliance provides numerous tools for managing Windows, Apple Mac and Linux operating systems. Crucially for Optinet, it delivered the ability to monitor and evaluate software updates and patches, and deploy them automatically. Kauttu says: "I used to spend up to two days a month managing software updates for Windows, but with the Dell KACE K1000 Management Appliance I'm monitoring both Windows and Macs, but I've reduced the time I spend on updates to half a day per month."

Before, Kauttu would have to assess the suitability of patch alerts before deployment – for example, checking their compatibility with computer configurations. He says "I wanted a solution that I didn't have to think about too much. With the Dell KACE K1000 Management Appliance, I just review the list of batches required for the client software and click a button to install."

Solution expertise gained within four hours with one-to-one web training

Evaluation and support from Dell enabled Kauttu to take full advantage of the one-to-one JumpStart training sessions that are included with the Dell KACE Family of Systems Management Appliances. The JumpStart encompasses four hours of one-to-one sessions with a Dell trainer. It is customisable to individual needs, including:

- Installation assistance – configuring the network to meet specific network requirements
- Best practice guidance – how to organise devices into groups for management and reporting purposes, automating backups and setting alerts
- Reporting services – how to create and customise reports

Kauttu says: "By itself, the web training is enough to know how to use the solution. Because I'd already spent a month trialling the Dell KACE K1000

Management Appliance and evaluating its functionality, I had specific queries. So I focused on what I wanted to know more about – for example, how to set alerts and rules for the Mac and Windows updates." Kauttu and his trainer collaborated via a web meeting, with both parties looking at the same network view from Kauttu's KACE K1000 Management Appliance console. "The way the JumpStart training is delivered meant I fit it around my daily work without disruption," he says.

Comprehensive online video and document resources also helped Kauttu understand the solution. He says: "There's so much information available on the Dell website, that when I have a query I can almost always find the answers online." Optinet has a standard support agreement with Dell, which means that outstanding queries are answered promptly. "With the Dell KACE K1000 Management Appliance I've found the ideal solution. It matched my technical requirements, and, at the same time, the one-to-one training helped me gain all the expertise I needed to use it – I didn't need to invest in support and deployment services," says Kauttu.

IT overheads are minimised with advanced deployment tool

The solution was deployed as part of Optinet's existing virtualized infrastructure that's based on VMware® vSphere™ 5 server software, with Dell™ PowerEdge™ servers and a Dell EqualLogic storage area network. Kauttu says: "I just deployed the Dell KACE K1000 Management Appliance onto the virtualized network and it was working in a matter of minutes. I didn't have to buy or configure new servers or hardware."

Kauttu also spends less time on routine monitoring and maintenance of the network, which reduces costs. "The Dell KACE K1000 Management Appliance helps me to manage my software licenses and hardware assets," he explains.



More time to focus on strategic initiatives

As part of JumpStart, Kauttu and the Dell trainer configured administrative alerts and exceptions to avoid the volume and complexity of updates for Mac and Windows clients. "With the Dell KACE K1000 Management Appliance I review and approve only the updates I need to. By reducing the time I spend on this, I've increased the time I have to focus on strategic initiatives. It's a much better use of resources," he says. Kauttu is currently researching other ways to streamline network management and enhance employees' productivity, including desktop virtualization and extending the use of mobile devices, including Smartphones and tablets, throughout the business.

"I just deployed the Dell KACE K1000 Management Appliance onto the virtualized network and it was working in a matter of minutes. I didn't have to buy or configure new servers or hardware."

Mikko Kauttu, Chief Information Officer, Optinet

View all Dell case studies at dell.com/casestudies

