



Redner's Markets Experiences 512 % ROI with Dell KACE™ Appliances



Customer profile



Company	Redner's Warehouse Markets
Industry	Retail
Country	United States
Employees	4,300
Website	www.rednersmarkets.com

Business need

Redner's Warehouse Markets operates 39 warehouse markets and 14 convenient stores, all powered by 600 POS terminals. The IT team didn't have a systems management solution to effectively support its end points and critical POS systems.

Solution

Redner's Markets quickly realized the Dell KACE Appliances could serve as the IT team's "one-stop shop" for streamlining systems management tasks and help automate its IT processes.

Save time. Save your organization money

- Reduced annual software distribution time and costs by 75 percent
- Saved \$11,000 per year on software distribution
- Minimized upfront deployment costs by 200 percent
- Experienced 512 percent return on investment
- Appliance paid for itself in less than 6 months

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*Nick Hidalgo, Director of IT,
Redner's Markets*

A Lack of Desktop Management Hurts Redner's Markets' Overall Service

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Director of IT,
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Founded in 1970, [Redner's Warehouse Markets](#) is a successful U.S. supermarket chain that operates stores in Pennsylvania, Delaware and Maryland. Today, it employs a total of 4,300 employees, and runs 39 Warehouse Markets and 14 Quick Shoppe convenient stores, which have a total of 600 Point of Sale (POS) terminals. The nine-person IT team supports the overall supermarket business and its most important business application, which is register payment. The IT team is also tasked with supporting everything from time clocks to the email system and VoIP phones—basically anything that falls under the electronic umbrella. The IT team manages and oversees 550 computers, including 50 PC laptops and 500 desktops, running a variety of Dell products.

In the next year, Redner's Markets plans to open an additional four grocery stores, which will require even more end points, POS, employees and ultimately, IT support. With 40 remote sites, keeping track and pace of inventory and all IT system management tasks was proving to be demanding.

One of the main challenges the IT team experienced was addressing and controlling service requests in a timely manner. To solve this problem, Nick Hidalgo, Redner's Markets' IT director, searched for a new service desk solution, thinking that was the only solution they needed. However, what Hidalgo uncovered via the Dell KACE Family of Appliances was so much more.

Redner's Realizes Dell KACE Appliances Pay for Themselves in Six Months

After surfing the Web for IT service desk solutions, Hidalgo came across Dell KACE. The Dell KACE Appliances were attractive for the price point, breadth of services, and also vast systems management features and capabilities.

"I was really looking for a service desk solution, but when I came across the Dell KACE Appliances, I told my boss, "look at the other 10 things this technology does," Hidalgo said. "While we ended up purchasing the both the Dell KACE K1000 and K2000 Appliances for not only service desk, we quickly realized we could use it for patching and imaging and much more."

Redner's Markets uses the Dell KACE Appliances for physical inventory and audit, software distribution, configuration management, patch management and systems imaging. In just a short amount of time, the Appliances provided instant relief to the IT team, improving IT and user satisfaction, and overall better productivity.

Technology at work

Hardware

Dell KACE™ K1000 Management Appliance

Dell KACE K2000 Deployment Appliance

Understanding the hardware and software installations across an organization is the most basic step to effective systems management, and often one of the most difficult to complete accurately without investments in time and resource. One of the features Redner's Markets uses the K1000 Appliance for most is the software and hardware inventory. Redner's Markets realized it needed detailed hardware and software inventory to effectively manage its system. Through the use of deployed agents, the Dell KACE K1000 Appliance auto discovers hardware and software configurations, allowing for complete computer inventory.

Prior to Dell KACE, if a user called Redner's Markets IT department with a problem on their laptop, Hidalgo and team would have to ask the user a series of questions to gain access to their system before determining the issue, and deciding on an actionable solution. With the Dell KACE K1000 Appliance, Hidalgo simply has to look up the user and its end node in the inventory system, and is able to find out exactly where the user is, what their IP address is and is able connect with the user immediately – a much faster solution that what was in place prior.

Yet, according to the IT team, the biggest benefit of the Dell KACE K1000 Appliance, managing its desktops and POS terminals, is the ability to handle patch management. Having the power to schedule different functions at different times by PC, by manufacturing type, by application or critical OS update, is the greatest gift for the IT team. Redner's Markets hadn't been consistently patching machines. Now, with the K1000, Hidalgo and the IT team have the flexibility to implement patches that best fits their environment and is able to push out patching to all self-checkout terminals, which saves the team a couple of days of work.

"The most impactful feature of the Dell KACE K1000 Appliance is its patching capabilities. We need to be PCI compliant, so we started testing the Appliances patching on our registers and our back office machines. Our security assessors are often on site to ensure we're meeting the PCI guidelines. We showed them the solution we were using and they were all extremely pleased with the results Dell KACE delivered," Hidalgo said.

Another instance where the Dell KACE K1000 Appliance shines particularly well for Redner's Markets is its configuration management capability, which saves more time than anything else, according to Hidalgo.

"We had PCanywhere installed on about 300 back office machines, which were not officially licensed. We used the Dell KACE K1000 to write a script that uninstalled the software in minutes, which would have taken us weeks if we didn't have the Dell KACE Appliance," Hidalgo said. "The Dell KACE Appliances save us many, many hours of labor,"

Redner's Markets old way of doing upgrades was extremely manual. The team would have to connect to the terminal, turn the application into 'learn mode,' install, reboot, run patching, reboot, go back to the application and inform it all the changes have been approved, then finally move it back down into lockdown mode, and then it was complete. The IT team had to do this for every single register. With each task that the IT team does these days, they see if it can be scripted and configured somehow with the Dell KACE K1000. Now with the K1000, Hidalgo is able to use the scripting engine to write a script, have its application trust the K1000, select the lanes that need to be script and click run. The IT team did a 15-lane store in five minutes, which would have taken a couple of hours, if not a full day.

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*Nick Hidalgo,
Director of IT,
Redner's Market*

The Dell KACE Deployment Appliance Helps Redner's Streamline Software Provisioning

On the desktop side, Redner's Markets had a lot of standardized PCs, with only about 50 of the same model, which required a big imaging initiative to ensure all machines were imaged the same. Without an imaging solution in place, all tasks were done manually, which proved to be a huge time waster. Enter the Dell KACE K2000 Appliance, which helps minimize the manual work by building images quickly. The IT team realized that this process was much easier than doing it all by hand and then finding at least "five" things that were overlooked, which eliminated support calls and emails, all while ensuring end users can be productive as possible. A solution hadn't been in place for POS side until the Dell KACE K2000 Appliance served as the central point for all of its imaging.

"Our lives have become much simpler since implementing the Dell KACE Appliances to handle our systems management tasks. We now have technology that can do just about anything systems management-related for us. There really hasn't been something that I wanted it to do, and couldn't," Hidalgo said.

Dell KACE Helps Redner's Save Time and Reduced Annual Software Distribution Costs by 75 Percent

Since deployment of the Dell KACE Appliances, Redner's Markets has realized vast improvements to its entire management system and company-

wide infrastructure. Functions are now fully automated. Hidalgo and the IT team didn't realize what they needed, until they had it, and the team now sees how much easier the Dell KACE Appliances makes their lives. The IT team now has full control, knows exactly what's being used in the field, and can easily push out new or updated software.

"The Dell KACE Appliances are probably the best technology investment we've made here at Redner's Markets. It's something that we use every day, and I don't think we could ever operate without it," Hidalgo said.



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