



# Scaling for growth through systems management



## Customer profile



**Company** Resco Products, Inc.  
**Industry** Manufacturing  
**Country** United States  
**Employees** 570  
**Website** [www.rescoproducts.com](http://www.rescoproducts.com)

## Challenge

Resco Products' rapid growth made it difficult to manage an increasing number of PCs and servers with existing manual methods. The IT team needed an integrated systems management solution that streamlined staff workload and scaled with its growth.

## Solution

Resco used the Dell KACE Appliances to streamline patch management and software inventory tasks, implement application standardization through managed installs, enforce machine policies using scheduled scripts, automate machine builds and reloads by way of scripted installs, as well as establish a reliable and highly scalable service desk.

## Save time.

### Save your organization money

- Minimized overall IT labor costs by 40 percent
- Reduced service desk costs by 60 percent over 15 months
- Cut time spent on patch management by 80 percent per year
- Appliances paid for themselves in less than four months

## Application areas

- Systems management

"Prior to Dell KACE my workload literally required two of me. The Dell KACE Appliances helped us eliminate the need to hire extra staff and provided the tools to help streamline our systems management tasks, freeing me up to focus on more strategic IT projects."

*John Verbosky, helpdesk coordinator,  
Resco*

Resco Products is a leading refractory producer making a wide variety of items that require heat, such as ceramic kilns, steel ladles, pizza stones and more. The company has been on an aggressive path to expand its market share and operations through strategic acquisition of competitors.

“We chose Dell KACE because it was cost effective and provided the right blend of integration and customization features we needed to meet the demands of a growing company.”

*John Verbosky,  
helpdesk coordinator,  
Resco*

Based in Pittsburgh, Pa., with 17 manufacturing locations and approximately 570 employees, Resco has tripled in size the past several years. This explosion of growth posed a significant challenge in managing its PCs and servers. The company’s IT team manages more than 300 end points and 30 servers as well as variety of applications such as Microsoft® Office, Adobe Acrobat, and an enterprise resource planning (ERP) client.

“As a growing organization, one of our biggest problems was that we were managing all of our systems manually – we cobbled together several different solutions to address patching, software inventory and service desk,” said John Verbosky, helpdesk coordinator of Resco Products. “This was a very reactive approach to putting out fires. We knew we needed to make some major changes to our processes if we were going to keep up with growth, since none of the homegrown solutions we used were scalable.”

Verbosky used a variety of tools to track patching, inventory and service desk requests including spreadsheets exported from a standalone patching application, a standalone inventory utility, as well as a manually updated spreadsheet. “This meant that after a day or two, our reports were already out of date and it literally took several days correlating, cross-checking and verifying results. We were hesitant to do this task more often than our annual audit required.” Verbosky said.

#### **Integrated systems management was key**

The solution to all of these challenges, Verbosky knew, was a fully integrated systems management solution.

“Our criteria were relatively simple,” said Verbosky. “We needed a comprehensive solution that could address patch and inventory management as well as the service desk – and make all of the data relatable,” said Verbosky. “Additionally, our IT budget has been historically low, so the new solution had to be affordable.”

Resco evaluated a number of systems management solutions, including Numara, LANDesk and Dell KACE. Most of the solutions Resco considered either provided only a single functionality, or included expensive enhancements that the IT team didn’t need.

“During our evaluation process we found that most of the solutions lacked flexibility, integration and customizable functionality – and on top of that, they were just too expensive,” said Verbosky. “We chose the Dell KACE K1000 Management Appliance because it was cost effective and provided the right

#### **Technology at work**

##### **Solutions**

Dell KACE™ K1000 Management Appliance

Dell KACE K2000 Deployment Appliance

blend of integration and customization features we needed to meet the demands of a growing company. I love the fact that the KACE Appliances are integrated with Dell support databases. Now I can generate machine age and warranty reports for my manager, and that simply wasn't something I could do before Dell KACE."

The KACE K1000 Appliance is an easy-to-use, comprehensive and affordable appliance that fulfills all of the systems management needs of organizations of all sizes, including initial inventory and discovery, software distribution, configuration management, patching, security vulnerability remediation, asset management, service desk and reporting.

### **Resco reduces service desk costs by 60 percent**

The first project Resco completed with the Dell KACE K1000 was conducting a basic inventory of the company's hardware and software assets, and replacing its patching system.

"Nearly within hours of setting up the Dell KACE K1000 Appliance I was able to see what was missing in our inventory with detailed statistics for all of our machines," said Verbosky. "I was able to write and push out my own scripts to secure the additional data we needed." Verbosky was able to replace the old manual patching system and easily access reports. In addition, he was able to create an efficient and automated service desk, reducing service desk costs by 60 percent.

"The ability to look up information on the fly is outstanding, and is helping us save time and plan out how to best use our



IT resources," Verbosky said. "It's vastly better than the reporting capability we had with our manual solutions."

Resco is also using the Dell KACE K2000 Deployment Appliance extensively for performing scripted installs on current Windows XP machines as well as a rollout of Windows 7 machines. Leveraging KACE's all-in-one appliance that fulfills inventory assessment, OS and application provisioning, migration and recovery needs, Verbosky has saved countless days and weeks of work by automating the repetitive setup tasks required. "I honestly cannot believe how much other stuff I am able to do now that both the K1000 and K2000 are both being utilized."

The more efficient approach to systems management delivered by Dell KACE also helps Verbosky take on more strategic projects. "Prior to KACE, my workload literally required two of me," he said. "The Dell KACE Appliances helped free our organization from the maintenance chores we were doing on a daily basis to tackle other, more strategic projects such as upgrading and replacing our ERP system, rolling our servers into a virtualized stack and replacing our Windows XP systems with Windows 7. Prior to KACE this would have been inconceivable, so the ability to do more "good work" has been one of the greatest benefits."

Some of the future projects made possible by the KACE Appliance, Verbosky said, include virtualization and network upgrades, all done to meet the company's aggressive expansion plans. "Dell KACE is a dream come true for our IT department," he explained. "I've become an active member of KACE's online IT community ITNinja, researching solutions and sharing ideas for getting the most out of the KACE Appliances—and I'd happily recommend it to all of my IT colleagues."

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