



## Managing to make life easier

Radio modem manufacturer in Finland uses management appliances to deploy laptops up to 16 times faster, freeing IT administrator for strategic projects



"I used to spend around four to eight hours on a full system upgrade for each machine. With the Dell KACE K1000 Management Appliance, it takes me around 30 minutes."

*Ari Lietzen, IT Manager, SATEL*

### Customer profile



<b>Company</b>	SATEL
<b>Industry</b>	Technology & Telecommunications
<b>Country</b>	Finland
<b>Employees</b>	70
<b>Website</b>	<a href="http://www.satel.com">www.satel.com</a>

### Business need

SATEL wanted to make it easier to manage and deploy devices across the business. It looked for an affordable solution that would reduce installation times and software updates.

### Solution

The company deployed the Dell KACE™ Family of Systems Management Appliances to automate system deployments and simplify management of its laptops, desktops and workstations.

### Benefits

- Laptop installations reduced from up to a day to half an hour
- Windows® 7 Enterprise rolled out in just a few days instead of four weeks
- Faster device deployment keeps employees productive
- IT administrator has time to offer users a high level of support
- More efficient device management leaves company free to pursue strategic IT projects

### Solution areas

- System Management

SATEL has been designing and manufacturing radio modems for more than 20 years. All SATEL products are manufactured in Finland, and used for a multitude of applications in many sectors – from government surveillance systems to haulage trucks in mines.

“We had the Dell KACE Appliances out of their boxes and up and running within two days.”

*Ari Lietzen, IT Manager, SATEL*

The company has 70 employees and a one-person IT team, so its infrastructure needs to be as easy to manage as possible. It must also offer staff reliable access to the resources they require, even when they're out of the office visiting clients.

Ari Lietzen, IT Manager at SATEL, says: “I was wasting several hours a day installing new user devices and upgrading software. Our business is growing, and it was increasingly difficult to manage our many laptops – as well as virtualized desktops and workstations – while providing a satisfactory level of support to our users.”

#### **Solution meets all requirements out of the box**

Lietzen researched potential systems management devices, but was convinced that the Dell KACE Family of Systems Management Appliances met the company's requirements.

“I attended a three-hour workshop at Finnish Dell office in Espoo and knew that the Dell KACE Appliances would suit us best. We're a small company and they offer just the features we need at a price we can afford,” says Lietzen.

Dell assisted SATEL in implementing the Dell KACE K1000 Management Appliance and the Dell KACE K2000 Deployment Appliance. “We had the Dell KACE Appliances out of their boxes and up and running within two days,” says Lietzen.

#### **Laptop installations reduced from up to a day to half an hour**

The company has significantly reduced the deployment times for client devices using the Dell KACE K2000 Deployment Appliance. Now, Lietzen can upload images to client machines in moments and deploy operating systems remotely. Through the graphical user interface, he can see hardware and software data on every device in the network. “I used to spend around four to eight hours on a full system upgrade for each machine. With the Dell KACE K1000 Management Appliance, it takes me around 30 minutes, so it's up to 16 times faster,” says Lietzen.

#### **Windows 7 rolled out in days instead of weeks**

SATEL has recently upgraded all devices to the Windows® 7 Enterprise operating system. Thanks to the Dell KACE Appliances, this was achieved quickly by the company IT team, with little disruption to users. “Dell KACE

#### **Technology in practice**

##### **Services**

Dell KACE™ Customer Support Services

##### **Solutions**

Dell KACE K1000 Management Appliance

Dell KACE K2000 Deployment Appliance

Appliances were essential in rolling out Windows 7. We upgraded our 70 laptops in just a few days. It would have taken me more than a month without them," says Lietzen.

#### **IT administrator has more time for users**

SATEL staff have also noticed the difference. "Employees are more productive because I can provide a client device – complete with operating system and applications – much faster than before," says Lietzen. "And if a staff member has a problem, I can deliver quick remote maintenance with the Dell KACE K1000 Management Appliances, installing software without having to visit the machine. I save time and employees avoid interruptions to their busy days. Because the Dell KACE Appliances are so efficient, I have more time for users, and can offer them a better level of IT service."

#### **Time savings give company freedom for strategic projects**

Lietzen can now focus on strategic IT projects because he no longer loses time making desk-side visits to repair machines or install software. "Thanks to the Dell KACE Appliances, I have more time for other work. I'm currently working on an enterprise resource planning project," says Lietzen.

#### **Optimum performance with dedicated support**

To ensure the smooth running of its Dell KACE Appliances, SATEL relies on Dell KACE Customer Support Services. The 24-hour Dell KACE Support Portal is available if Lietzen wants to learn more about the technology and participate in discussion forums.

"The Dell KACE Appliances work so well, that we've not experienced any issues, but I look forward to learning about additional functionality – such as power management, device inventory and patch upgrades – to help save even more time and money," says Lietzen.

"The Dell KACE Appliances were essential in rolling out Windows 7. We upgraded our 70 laptops in just a few days. It would have taken me more than a month without them."

*Ari Lietzen, IT Manager, SATEL*

View all Dell case studies at [dell.com/casestudies](http://dell.com/casestudies)

