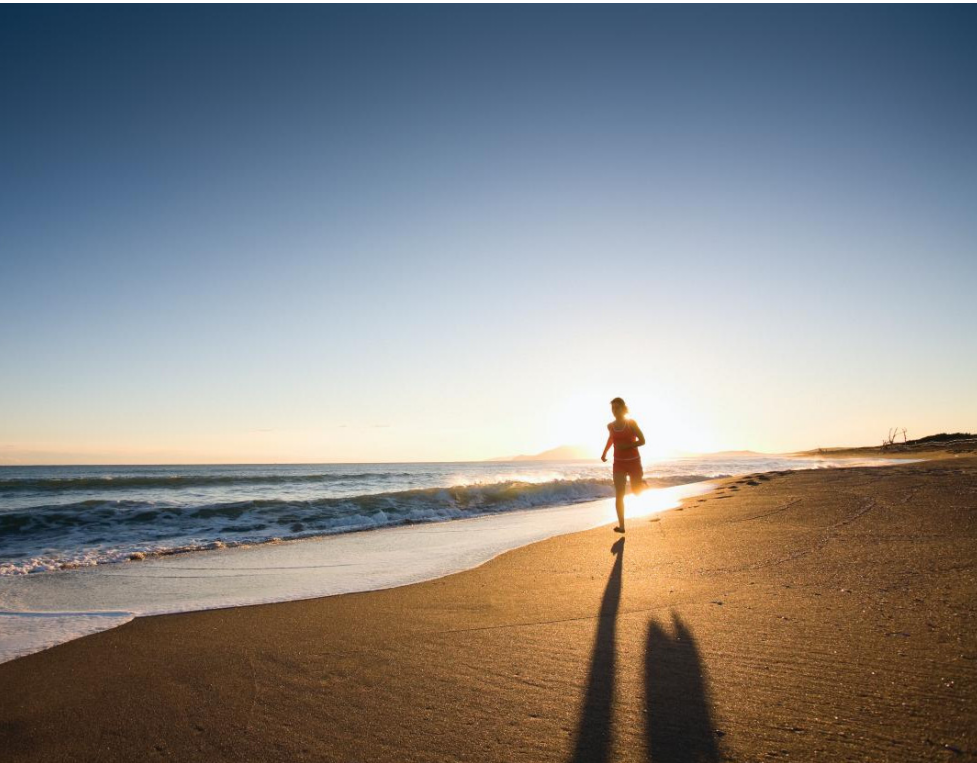


South Coast Water District Achieves Impressive Productivity Using Dell KACE Appliances



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*Bryon Black, IT Manager,
South Coast Water District*

Customer profile

Country:	United States
Industry:	Utility
Number of Employees:	100
Website:	www.scwd.org

Business need

South Coast Water District (SCWD) is committed to protecting public health and the quality of water it delivers. The two-person IT department who supports 100 employees, looked to increase overall productivity by modernizing its IT environment and replacing legacy systems management system with an automated, all-in-one appliance-based solution.

Solution

SCWD deployed the Dell KACE Family of Systems Management Appliances to handle SCWD's diverse needs. Pain points, included software distribution tasks, inventory management and tracking, license compliance, security and patch management, remote system support, image management and Windows 7 deployment.



**South Coast
Water District**
Providing Quality Water and Wastewater
Services to the Coastal Communities

Save Time. Save Your Organization Money.

- Saves \$1.8 million in first year
- Average of more than 2,000 IT hours saved a year
- \$43,200 in annual software distribution time savings
- \$72,000 in annual patch management time savings
- Savings in excess of \$125,000 per hour freeing IT staff
- More than \$10,000 annual savings in user productivity
- Less than 2 months ROI for deployment
- Instant ROI for productivity, software distribution and patch management

Founded in 1932, [South Coast Water District \(SCWD\)](#) is an independent water district dedicated to providing the highest quality water, recycled water and also sewer service in an environmentally sensitive and financially responsible manner. SCWD serves more than 40,000 full-time residents, as well as more than two million visitors a year in the coastal communities of southern California. Daily, it delivers 7 million gallons of potable water to homes and businesses, and removes 4 million gallons of waste water for treatment.

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*Bryon Black, IT Manager,
South Coast Water District*

SCWD employs a staff of about 100 and is made up of six departmental offices located throughout the district. The utility has an IT department consisting of just two employees tasked with managing SCWD’s 150 computer end-points, both laptops and desktops, and also 37 servers. The mixed IT environment includes software and hardware from a variety of different technology vendors. With such an eclectic combination, the IT department found it difficult to handle users’ IT needs and management tasks in a timely manner.

Today, SCWD relies on the [Dell KACE K1000 Management Appliance](#) for software inventory and distribution, scripting tasks, patch management functions, tracking of software licenses and also remote system support. The team also takes advantage of the [Dell KACE K2000 Deployment Appliance](#) for disk imaging and for migrating users to the new Windows 7 operating system.

Other Systems Management Tools and Methods Couldn’t Measure Up

One of the SCWD’s biggest headaches was the previous patching tool that was in place. It was an old and ineffective system. According to SCWD, it took almost a full year to get to a place where the team felt it was working passably.

“To help keep our systems secure, we were spending about 8 hours a week just managing patching functions prior to the Dell KACE Appliances. Even spending a full day dedicated to patch management, we couldn’t keep up with the necessary patching work that needed to be done,” said Bryon Black, IT manager at SCWD.

Besides the challenges with patch management, the team also lost a lot of time when it came to software distribution, which was performed manually. Countless hours were wasted with the IT team having to drive out to each department site with a DVD in hand to install new software, not to mention the disruption in staff workers at each departmental site. For the systems that they didn’t have time to get to, the IT team had to put in even more hours on the phone trying to guide colleagues through the software deployment process.

“Whenever we had to do a major software upgrade, we knew we were in

Technology at Work

Solutions

[Dell KACE™ K1000 Management Appliance](#)

[Dell KACE K2000 Deployment Appliance](#)



for an extremely tedious and laborious process with our previous manual methods," Black said.

Black knew the inefficient tools and methods in place would only bog the IT team further so he set out for a new solution. He wanted to find an all-in-one technology that could both automate and streamline everyday system management tasks, automate patch management and software distribution functions and also address SCWD's other key IT needs, including inventory, scripting, remote system support, image management and OS migration. Of course cost was a big factor as the district was on a tight budget. Finding a solution at a reasonable cost, with the highest quality of systems management functionality, would all factor into SCWD's product evaluation.

The K1000 Saves SCWD Thousands of Dollars and Hours

SCWD selected the Dell KACE Management and Deployment Appliances based on multiple important factors. First the Dell KACE Appliances best met SCWD's number one requirement, which was rich systems management functionality.

The appliances provided effective patching and software deployment capabilities, and easily managed new installations. The price point of the Dell KACE Appliances was the final item to

win SCWD over. After participating in the Dell KACE JumpStart training program, SCWD's IT team rollout its new technology, which took about three weeks to fully deploy.

To have 10 expensive consultants come out and practically live with you while everything is being deployed is definitely not needed with the Dell KACE Appliances," Black said. "In fact, very little is needed because the technology is embedded into the appliances." SCWD uses the K1000 for inventory, software distribution, patch management, scripting and also remote system support capabilities, touching many important needs and functions. One instance where the Dell KACE Appliance came to the rescue was when the K1000 discovered three misplaced laptops in a single night. Once recovered, Black uploaded current software overnight with the K1000, and the computers were ready to use the next day. In total, software distribution tasks performed today using the K1000 Appliance saves SCWD an estimated \$43,200 annually.

The K1000 has also proved to be exceptional for handling patch management tasks. Previously, the IT department struggled with managing patches year after year. The current tool just wasn't doing an effective job, and with 150 computers and 37 servers, patches continually needed to be reviewed and confirmed.

"The quality and consistency that comes from our appliances are unmatched," Black said. "I can honestly say our Dell KACE Appliances actually saved us a staff member."

*Bryon Black, IT Manager,
South Coast Water District*

With the K1000, the product has the capability of informing Black and his team of all available patches. For example, the K1000 let the team know that they were 93 percent compliant for critical patches. Previous to the Dell KACE Appliance, SCWD systems were only about 75 percent patch compliant. With the K1000, Black is ensured patching is happening on a weekly basis and it's completely automated, which saves the IT department half a person a week from previous manual methods. Black relates that this can equate to approximately \$72,000 in annual savings in patch management tasks.

K2000 Deployment Appliance Simplifies Image Maintenance and Windows 7 Migration

SCWD's IT department also relies on the Dell KACE K2000 Deployment Appliance, mostly for imaging and operating system (OS) migration.

The adaptable K2000 Appliance has proven that it can keep an image instance available if a computer goes down, being able to solve the problem

by just re-imaging. This is particularly important for SCWD because a number of computers in the utility's infrastructure have touch screens that host specialized software on top of them. With the K2000, SCWD's IT team is able to image those particular troublesome computers quickly and easily, eliminating many manual steps from the overall deployment process. Estimated annual savings in image maintenance is \$12,859.

The team is currently in the middle of transitioning all of its computer systems over to the Windows 7 OS. According to Black, the once thought scary project is, thus far, a piece of cake with the K2000 Appliance at his side. The K2000 greatly simplifies the installation process by automatically updating multiple machines at once. A great added benefit is there's no decrease in user productivity while this work is going on.

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KACE