

Weetabix Annually Saves \$24,000 Using the Dell KACE Appliance's Service Desk



"The time we saved from the Dell KACE K1000 Management Appliance allowed us to put our budget to better use by taking on bigger projects."

Bob Tuttle, Senior Network Administrator, Weetabix North America

Customer profile

Industry:	Food and Beverage
Country:	United States, Canada
Employees:	500
Website:	http://www.weetabix.com , www.barbarasbakery.com

Business need

Weetabix North America, makers of whole grain breakfast cereal, needed to improve its service desk functionality for end-users at its three facilities in the U.S. and Canada. Weetabix required a solution that could streamline service requests, as well as better tie together the three remote facilities.

Solution

Weetabix's IT team quickly learned the Dell KACE Management Appliance's service desk feature could solve the issues. The company streamlined its overall technical support through automated service ticket reporting and sped problem resolution, leading to increased end-user satisfaction.



Save Time.
Save Your Organization Money.

- Software distribution savings of nearly \$2,000
- Annual service desk savings of \$24,000
- Reduced physical inventory and audit time by two-thirds
- Total ROI achieved in 1 year and 3 months

[Weetabix North America \(NA\)](#), a wholegrain cereal maker, has carried the success of the company's British origins stateside. The North American operations consist of three major production sites in the U.S. and Canada, employing 500 people—220 requiring the use of a computer with the remaining team members on the production line. To support those end-points, Weetabix NA employs four IT administrators. The company runs a variety of Dell technologies, including Latitude laptops, Vostro desktops, OptiPlex desktops and Precision workstations.

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In 2010, Weetabix NA hired a new IT director who was charged with evaluating and improving IT task handling. The goal was to automate some of the day-to-day duties, creating time for the dynamic team to focus on more strategic initiatives. Service desk was quickly identified as a critical function that needed improvement regarding how tickets were handled.

"Prior to our Dell KACE Appliance, we had no formal service desk technology in place—everything was done manually and tickets usually weren't completed within the time expectations of our end-users," said Bob Tuttle, senior network administrator at Weetabix NA. "At one point we hired a contractor to help us get through the backlog. Though we eventually got through the tickets, it was taking too long and quite frankly, we had some irate end-users on our hands."

At the time IT members wore many hats and touched every aspect of desktop support, network management and systems administration. Being in different physical locations and manually performing tasks created a slower response rate to computer issues, leading the IT team bear the brunt of end-user frustration. Operating at a hectic pace, most early warnings a machine wasn't working properly were not immediately addressed. Prior to the Dell KACE Appliance, it took a computer completely breaking down before the IT

team knew something was wrong. "During the company-wide user satisfaction poll, IT continually rated near the bottom," Tuttle said. "Our statement of work reported less than 30 percent ticket completion rates before the Dell KACE Appliance. The IT department now regularly runs at 100 percent."

Annually \$25K Saved in End-User Productivity with the Dell KACE Appliance

With the new leadership in place, a new direction for the IT team was necessary. Rather than hiring more personnel which could be expensive over time, Weetabix NA sought out a technology partner to streamline day-to-day desktop management processes.

The team began the evaluation process with six different products. The [Dell KACE K1000 Management Appliance](#) was quickly seen as the top choice for its ease-of-use, low price point and breadth of services. The features of the Dell KACE Appliance far exceeded that of the competing products under evaluation.

Technology at Work

Solutions

[Dell KACE™ K1000 Management Appliance](#)

Weetabix NA especially liked the automation capabilities and immediately recognized the appliance offered much more than a service desk and looked to leverage other functions. The Dell KACE Appliance was up and running in a matter of days. Right away the IT team recorded inventory detail about each PC in all three disparate facilities, and saw how much easier it would be using the K1000 to send out automatic software updates and upgrades. The Appliance tied the IT infrastructure together, improving the ability to handle IT inquiries a reality.

Asset management and inventory is a once a year project. Prior to the Dell KACE Appliance, the Weetabix NA team took 30 hours, nearly a week, to log and update the status on the hundreds of endpoints. After deploying the appliance, it only takes 10 hours reducing the time spent by two thirds and allowed the team to spend the extra 20 hours elsewhere.

Continued Tuttle, "We implemented a new phone system we had wanted to get off the ground. We started the back-burner virtualization project, which will save us money down the road through server consolidation. We would not have had the option to move onto these projects without the K1000 in place."

Service Desk Gets a Boost, Resulting in \$24K in Annual Savings

The [K1000 service desk](#) capabilities simplified the overall trouble ticket management process offering

end-users enterprise level support. The K1000's innovative email ticketing system quickly handled any open technical support tickets. In fact, Tuttle shared the IT department now regularly runs at 100 percent statement of work compared to the less than 30 percent prior to the KACE Appliance.

In all, it's estimated Weetabix saves \$24,000 from using the KACE service desk feature each year.

Dollar and time savings resonates with executives and IT, but the opinion of the end-users speaks to overall satisfaction. In the past the IT team rated low on performance by users, now it consistently rates more than a four, with five as the highest rating benchmark. The IT team regularly encourages the senior management team to inquire with end-users about how the Weetabix NA service desk is working.

The team expects more success as they dive deeper into what the appliance can do. Tuttle said they would like to next use the K1000 for patching and software deployment.

Because of the K1000, the IT team now has the time to strategize on technology enhancements to help Weetabix excel in the marketplace.

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