

Case study:

Avocent helps Credit Union of Australia keep track of IT

The Credit Union of Australia (CUA) is 100% Australian owned and positions itself as an alternative to shareholder-owned big banks. The company employs more than 600 staff in more than 70 branches across Australia.



The challenge

The credit union recently underwent a surge in growth to meet increasing customer demand. This meant that managing the company's IT environment — which includes desktops, laptops, servers and data centres — was becoming a chore.

"CUA had doubled in size and managing the environment was becoming increasingly difficult," says Shaun Gamble, CUA's network infrastructure manager.

A difficult tender process

CUA investigated several competing products, but had issues getting them to work. CUA then compared the competition with Avocent LANDesk® and concluded that Avocent's offering was the superior product.

"We had used several competing products in the past with mixed success, and wanted something reliable. LANDesk® had everything that we required," says Gamble.

Avocent's solution

To meet the demands of its burgeoning business, CUA deployed three products over an 18-month period: Avocent LANDesk® Management Suite, Avocent LANDesk® Management Gateway and Avocent LANDesk® Application Virtualization.

Technical requirements

- Integration with Active Directory
- Dashboard-based alerting
- Software package generation and delivery
- Creation of software packages files via a snapshot
- Management for Microsoft patches
- Inventory collection and asset management
- Single agent with a small footprint
- Remote control of servers/desktops
- Simple SOE deployment
- Monitoring of licensing compliance

Avocent® is a global leader in IT Operations Management Solutions, managing IT complexity, from the desktop to the data centre — to simplify IT-Business Alignment.

Customers of all sizes rely on Avocent to reduce cost, increase availability of network resources, and enable control, security and compliance regardless of mix or location of the hardware and software. Thousands of client sites, including 94% of Fortune 100 companies, rely every day on Avocent technology.

Solutions include a broad mix of hardware, software, systems and services offerings.

Avocent has more than three dozen embedded design wins with industry leaders and maintains an OEM relationship with leading technology providers including HP, Dell, IBM, Intel, Siemens, Lenovo, Fujitsu and others. With more than 25 years of innovations, Avocent solutions have received over 100 state-of-the-art US Patents.

Founded in 1982, headquartered in Huntsville, Alabama, Avocent has more than 1800 employees and sales, operations and R&D centres located in 45 countries worldwide.

Avocent stock is traded as AVCT on the NASDAQ Stock Market. More information on Avocent is available at www.avocent.com.

"We deployed them over a period as there is quite a bit of config required for each module and so we deployed them one at a time," Gamble says.

Ultimately, 1100 nodes were deployed over 80 physical locations.

Of course, no new system is without its problems. But CUA found that the new system was absolutely worth the effort.

"It worked very well, and despite a few teething problems we have been very impressed with its features," Gamble says.

Benefits

Avocent LANDesk® has given CUA something the company did not have before: a detailed view of its IT systems.

"We are now able to get an accurate understanding of what hardware and software is in our environment," Gamble says. "We also use the Server Manager Dashboard to give us a visual reference of any problems in our environment."

By taking the previously manual task of auditing the company's hardware and software and automating it, the company saves immense amounts of time, as Gamble explains: "Tasks that used to be very time consuming can

now be done within minutes — for example, finding out which machines have a certain version of software."

Proactive monitoring is also possible with Avocent LANDesk®. CUA is now able to define particular 'emergency' circumstances which require immediate attention. In such an event, Avocent LANDesk® will send alerts to the IT department.

Gamble explains: "We are now able to proactively monitor our servers for events that we should know about — for example, drive space running low — and send alerts to IT staff via email and SMS. Using this, we can now identify many issues before they become critical."

All told, Avocent LANDesk® meets CUA's requirements. Gamble looks forward to putting more of Avocent LANDesk®'s features to use.

"Overall, we are very happy with the features and development path," Gamble says. "We are looking forward to utilising features that we have not yet looked at, such as provisioning, and are particularly looking forward to the new Power Management feature due out soon. We are also considering Process Automation and Service Desk products."