



Guangdong Electric Power Design Institute

Desktop computer terminal management simplified.

- Guangdong Electric Power Design Institute successfully implements the LANDesk Management Suite

Solution overview

Client : Guangdong Electric Power Design Institute

Country / Region: China

Industry: Electric power

Application requirements

To consolidate and unify the global administration of computer terminal systems distributed in various office locations, so as to relieve the IT administrators from the tedium and repetitiveness of on-site maintenance, thereby comprehensively enhancing the managerial effectiveness of the computer terminals in the Institute.

Solution

The LANDesk management suite, as well as the Patch Management System, has been deployed since January 2005 together with the LANDesk Desktop Management Solution, all kept up-to-date in accordance to the management requirements. New managerial functions are constantly created in time using LANDesk.

Application benefits

Today, all of the 1600 terminals in the Guangdong Electric Power Design Institute are connected to the core server in the server room through the Institute's local area network. This setup enables the Network Centre of the Institute to remotely manage all the computer terminals, thereby enhancing managerial effectiveness drastically.

- * efficient and timely remote maintenance without the hassles of travelling
- * standardized patch management that can keep accurate track of the patch installation status at all client terminals
- * speedy and precise distribution and installation of software, significantly reducing the administrators' work load
- * able to gather timely, accurate and comprehensive information about the status of IT resources on all client terminals

By deploying the LANDesk Desktop Management solution, staff at the Network Information department of the Guangdong Electric Power Design Institute can now manage all the desktop terminals located at various offices and regions with ease. As a result, the rest of the staff at the Institute could more efficiently put their computers to work. More importantly, LANDesk's management and security solution has significantly enhanced the managerial effectiveness. As of today, Guangdong Electric Power Design Institute has successfully implemented LANDesk Desktop Management System for three and a half years, and a supervisor from the Network Information department has this to say, "After deploying the LANDesk Management Suite, the administrators' daily maintenance efficiency was undoubtedly increased. We can now deal with every kind of terminal management problem effortlessly. Problems that used to plague and drain the human resource of the IT administrators are now a thing of the past."

Corporate Overview

Guangdong Electric Power Design Institute (hereafter referred to as the Institute) was founded in 1958 as the daughter company of China Southern Power Grid - Guangdong Power Grid. In nearly 50 years of growth, the Institute abided by the ethos "reality creation, advancing together hand in hand". Today, the Institute has developed the capability to undertake a series of projects involving surveying and designing large-scale as well as gigantic-scale electric power projects, project consultation, as well as being the main

project contractor. The Institute has distinguished itself as a National A-grade design institute and a first-class national electric power design enterprise. It is among the top 100 national surveying and designing enterprises in terms of composite index ranking, as well as total annual revenue, the top 100 nation engineering project managers and main contractors, and the top 60 engineering design enterprises in China.

Application background

As business expands rapidly, the Institute's informationization process is also advancing unceasingly. Having successfully deployed many application systems, the application of IT has permeated through to all aspects of operation and management. The computer has become an indispensable platform in the staffs' daily routine. Even as IT applications evolve relentlessly, the sheer number and geographical distribution of terminals in the Institute is growing in tandem. This poses a challenge to the day to day management and maintenance of computer terminals throughout the enterprise. Prior to deploying the LANDesk system and safety management solution, the Institute mostly manages the computer system manually. Not only was it inefficient, the task was also fraught with difficulties, because the users of the computer terminals have a great degree of freedom. Some users went against instructions not to switch off at will or even delete the anti-virus software. These acts of irresponsibility inevitably expose the entire enterprise's network to potential security threats that could have dire consequences. If a computer broke down, a network administrator had to rush to the site to carry out the maintenance, but since the locations of the Institute's operations are quite scattered, a great deal of time was wasted travelling to the problem site. "If a few computers broke down simultaneously, then our IT administrators would not be able to cope. As a result of this, some computers could not receive prompt maintenance, and that inevitably disrupted the users' normal work," said a supervisor of the Network Information department. "The work of computer system management seems trivial, but if there isn't an effective system in place, we would then be put in a reactionary mode, and frequently recurring problems would always make our department feel grossly understaffed. Because our computers are distributed in different regions and different office buildings, sometimes the IT administrators were almost fully mobilized just to handle the same problem on different terminals."

Before deploying the LANDesk Desktop Management Solution, Guangdong Electric Power Design Institute faced the following challenges:

- 1) Difficult to manage software installation and usage network-wide. When an application system needed to be upgraded, additional information had to be gathered, for instance which version of which software was installed on which terminal? Did all the installed programs meet the specifications? In order to answer these questions, the IT administrators had to inspect all the computers one by one, costing the Institute time and energy. However, were these information not made available and accurate, it would affect the accuracy of estimating future software updates.
- 2) The IT administrator had to be present at every single terminal to install and upgrade the applications required to perform daily tasks. Not only was the work tedious, it was also very inefficient and incongruent with the expected efficiency of the computer age.
- 3) The IT administrator was unable to have an up-to-date picture of whether the terminal users had installed the patch applications accordingly. Although the Institute used Microsoft's SUS for patch distribution, it was still unable to effectively keep track of the patch distribution situation.
- 4) Difficult to obtain information about the hardware and software resources of the computers in real time. In the past, the Institute's computer hardware and software management was still at the stage of static database handling. The system manager was unable to obtain in real-time the hardware configuration of client terminals. In practice, maintenance was quite passive, and resources were easily wasted.

Solution



In order to solve the problem of computer terminal management, Guangdong Electric Power Design Institute Network Centre has chosen the LANDesk Management Suite as well as the patch management system to implement the desktop computer terminal administration system.

The person in charge of the LANDesk Management Suite at the Network Centre at the Institute said, "LANDesk Management Suite can meet our application needs well. It is a world-leading package of products that has enjoyed great success in real-life application, and the user-interface is also Chinese-friendly. The system has formidable software distribution, patch management and remote control functions, and these are what we really need. Moreover, LANDesk Management Suite can gather system information in many ways from many angles, thus enabling us to generate various types of report with ease from having a thorough understanding of the status of all the applications and resources. One other area that shows the system's attention to details is its very detailed user's manual that helps the user get a clear picture of how the system functions. More importantly, LANDesk is clearly the market leader among international software companies that specialise in computer terminal system management. The company has first-class R&D ability and the technical expertise to provide us with a steady stream of new functions to meet our future application demands."

Guangdong Electric Power Design Institute started to deploy the LANDesk Management Suite version 8.5 at the end of January, 2005, and all the client terminals that run Windows2000 and above were installed with the client proxy of the LANDesk Management Suite. As of the beginning of July, 2008, all the 1600 terminals of the Institute have already installed the client proxy of the LANDesk Desktop Management software version 8.7. All client terminals are connected to the core server through the Institute's local area network, thus enabling the Institute's Network Centre to remotely manage all the terminals from one single control panel.

Application benefits

***Remote maintenance without leaving the office**

The supervisor of this system at the Institute's Network Centre said, "In the past, when a terminal user's computer is having some problems, even if it is a small problem, the system administrator had to spend time rushing to the site. Now, using the LANDesk Management Suite's formidable and practical remote management function, we can conveniently carry out remote maintenance of the stricken terminal from our office." The LANDesk Desktop Management software has powerful remote assistance functions, including the ability to assist client terminals remotely from the central control panel, review transmissions of problem status to the help desk message history, diagnose the problems - all from the remote control panel. The administrator could also carry out a conversation remotely with the client and archive the conversation, and initiate any application on the client terminal remotely. The system could also use bandwidth regulation technology to reduce the quality and quantity of the displays on the control panel to function in a network with a narrow bandwidth, thus improving the speed of remote maintenance. In addition, the LANDesk management suite provides a synchronous operation mode that enables the administrator to see what the remote client sees on his terminal, so that the administrator can guide the user through the process either verbally or with graphical tools. With the aid of the remote management capability of the LANDesk Management Suite, network administrators from the Institute may directly access ailing terminals remotely from a designated maintenance node located within the Network Information department at the Network Centre (even though the bandwidth may be limited) to examine the remote terminal, take control of the keyboard and mouse on that remote terminal and resolve any problems on that terminal on the spot. With the option to seek permission from the remote user before accessing the terminal, this would effectively avoid upsetting the user. "Now, with the LANDesk Management Suite Remote Control function, the system administrators at the Institute can communicate with the remote user with ease either over the phone or via remote terminal-sharing and solve the user's problem from the administrator's own terminal. In this way, similar problems may then be directed to one single staff to resolve, rather than dispatching many system administrators to various sites, thereby increasing the maintenance efficiency of the administrators."



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Patch management standardization

Any application will need various patches from time to time. Therefore, administering application patches in time is an important part of the software application life cycle, including the operating system. Before deploying the LANDesk Desktop Management solution, the Institute used Microsoft's SUS to improve the patch distribution efficiency. However, this solution could not provide the statistics on the patch distribution situation. Moreover, this solution was unable to access patches of non-Microsoft third party applications. After deploying LANDesk Management Suite, the Institute's Network Information department can now quantify the management of patch distribution holistically. The suite could provide an accurate picture of the patch status on the users' terminals for the administrators to understand precisely the detailed patch installation status of all client terminals at any point of time, including patches for third-party non-Microsoft software. Not only can the LANDesk Desktop Management solution support automated patch repair, the solution also supports batch uninstall, providing a reversible route to patch repairs. In addition, LANDesk has provided a comprehensive patch distribution strategy, so that the system administrator can decide on the mode of distribution according to the patches' security rating. Now, there is no need to restart terminals, nor is the participation of the remote user needed in the repair process, thereby keeping disruptions to the remote terminal user to a minimum.

Distributing the software to the right hand

After deploying the LANDesk Management Suite, IT staff at the Network Centre of the Guangdong Electric Power Design Institute no longer need to upgrade the softwares on the computer terminals one by one. The LANDesk Management Suite has provided a highly effective, safe, and comprehensive software distribution function that incorporates many industry-leading patented technologies, including Target Multicast, Peer Download, byte-level precision reconnection of disrupted downloads, bandwidth testing, and dynamic bandwidth control. Built on these technologies, LANDesk's software distribution function supports many kinds of software distribution strategies to perform scheduled task distribution, flexible tactical management of applications and task completion. Program package generators and enhanced program package generators based on system snapshots ensure efficient and complete software distribution while consuming minimal system resources. Harnessing the powerful software distribution function of LANDesk, IT staff at the Network Centre of Guangdong Electric Power Design Institute could even customize some special software installation packages, including registry set-up, turning services on / off, and conditions querying. Not only is the distribution and installation of software speedy, it is also accurate and highly efficient. For instance, installing a 3D factory series suite of 10 softwares on a computer, including all the relevant supporting softwares, used to take the IT administrator more than 1 hour. Imagine carrying out the same installation on more than 1000 computers, the work load is simply staggering. Now, using the LANDesk Management Suite, the IT administrator would compile these softwares into an installation bundle, distribute to the intended client terminals, and the client terminals would install the bundle automatically, all managed from a dedicated console within the Network Centre. In this way, the administrators' workload would be drastically reduced and client terminal users' participation are not needed.

IT resources all within grasp

LANDesk Management Suite has provided an impressive arsenal of assets management functions that not only manage the IT resources, but also all non-IT resources such as fixed assets, contracts as well as financial assets. The LANDesk Management Suite includes a client terminal resource scanning function that instantly scans for all IT hardware and software information and deposits the information in the core database. These asset information can help the IT administrators to have a clear understanding of all the computers' resource information. Not only do these functions help to fill the gaps in the fixed asset report form, more importantly, they provide basic information about hardware and software upgrading schedules and optimising these existing equipments' rate of usage. The supervisor of this solution at the Network Centre of the Institute said, "Now, we can gather information about the client terminals very conveniently and accurately. For instance, if I must know the number of terminals with the ACAD2005 client software installed,



all I need to do is to define a simple query, and the accurate answer is fed back. This function is especially useful when we need to gather statistics of certain computer status."

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