



Avocent



China Mobile Group Liaoning Company Limited

Managing over thousand terminals with staff of five

- LANDesk Management Solution helps Liaoning Mobile simplify desktop management

Solution Overview:

Client: China Mobile Group Liaoning Company Limited

Country/Region: China

Industry: Telecommunications

Application Requirements:

The desktop management solutions adopted by Liaoning Mobile prior to LANDesk Management Solution were unable to meet application requirements. Liaoning Mobile requires a unified suite of desktop system management solution, operating from a single console to efficiently manage and maintain terminal devices remotely and efficiently carry out software distribution, patch management, remote control and asset management.

Solution:

In 2005, Liaoning Mobile successfully deployed LANDesk Management Suite and Patch Manager, providing complete coverage of all computer terminals in the company.

Application benefits

Liaoning Mobile has benefited from a significant reduction in the daily workload of system maintenance since its operation more than 3 years ago. Currently, Liaoning Mobile requires an IT staff of only five people to handle the day-to-day support and maintenance requirements of over 1,000 terminals in the company:

- Remote support
- High Efficiency software distribution and installation
- Automatic patch installation
- Comprehensive, accurate and efficient collection of asset statistics

“LANDesk Management Solution has helped us significantly with system maintenance, particularly with its rich terminal system management functions, allowing us to manage terminal equipment remotely from a single console, and enabling us to carry out system maintenance and management efficiently. Now, we are able to distribute and install software and perform asset management with high efficiency.”

- Liaoning Mobile Network Management Center - Wu Si

Corporate Overview



China Mobile Group Liaoning Company Limited (hereafter referred to as the Liaoning Mobile) is a wholly-owned subsidiary of China Mobile (Hong Kong) Limited, responsible for network construction maintenance and business management in Liaoning. As an organic part of China Mobile's GSM digital mobile network, China Mobile Group Liaoning Company Limited oversees 14 branch companies, and 56 county-level branch companies.

Application background

Guided by its corporate core value "Responsibility Makes Perfect", Liaoning Mobile dedicated itself to the continuous improvement of the quality of life of people, sharing its achievements in mobile communication development, and serving to create a harmonious society. In the course of development, Liaoning Mobile has actively pursued enterprise informationization, through materializing the tri-focus of network, billing and customer care, raising the efficiency and level of management, implementing comprehensive budget management for integrated software package, implementing organic integration of control system and performance appraisal, thereby enhancing the controllability of enterprise development process. It has also undertaken human resource development project, constructing new system for succession planning, performance appraisal and compensation management, perfecting its internal competitiveness and incentive systems. With the continuous advancement of informationization resulting in tight coupling between information systems and business operations, the importance of desktop system management became more evident, as computers played an indispensable role in Liaoning Mobile's day-to-day operations. Computer disruptions have direct impact on business efficiency.

Liaoning Mobile values IT management effectiveness highly. Prior to 2005, Liaoning Mobile has already adopted several remote management solutions to perform desktop maintenance. Although some results has been achieved, the solutions did not completely meet Liaoning Mobile's management's expectation. For example, software distribution, software installation and asset management still required significant effort to accomplish. Moreover, Liaoning Mobile relied on a mix of heterogeneous solutions to fulfill the required terminal management functions, and the solutions from various vendors were difficult to unify, resulting in inconvenience to operators, who frequently had to switch back and forth between systems.

Solution

Liaoning Mobile desires to carry out asset statistics collection, remote computer maintenance, automatic patch installation and software downloads, standardization of desktop operations, with the aid of effective management solution, in order to raise the efficiency of terminal equipment management and maintenance, thereby assuring normal business operations.

In 2005, Liaoning Mobile successfully deployed LANDesk Management Suite and Patch Manager, providing complete coverage of all computer terminals in the company. Shenyang Ding Chuang Shi Ji Electronics Trading Limited Company was responsible for the implementation of the desktop management project. The project started in April



2005, and was completed in May when LANDesk software was officially put into operation.

Using LANDesk's patented technologies such as Dynamic Prioritization Server, Targeted Multicast and Peer Download, plus asset management function, Liaoning Mobile's IT staff can distribute and install software, software packages, and operating systems rapidly and efficiently, as well as perform asset management efficiently, with minimum impact to network capacity. More importantly, IT management staff can centralize the company's entire desktop management operation and provide remote support promptly and efficiently.

Application Benefits

Since 2005 when Liaoning Mobile deployed LANDesk Management Solution, there is an overhaul of terminal system maintenance operation, leading to significant reduction of daily workload. Currently, Liaoning Mobile only requires an IT staff of five to meet the support and maintenance requirements of over 1,000 terminals in the company efficiently.

- **Remote Support**

Although a remote control solution existed prior to LANDesk Management Solution, due to the prevailing state of technology, the IT staff still often needed to be on-site to carry out maintenance on out-of-service terminals. In addition, terminal equipment frequently broke down due to the lack of effective constraints and inappropriate usage. The IT staff was unable to attend to support requests promptly, due to overwhelming on-site work, which frequently led to fatigues of IT staff's arising from traveling. After deploying LANDesk Management Solution, all software installation, whether it be packages, patches or operating systems, became standardized. Operation standardization led to the reduction in desktop system disruptions. In the event of a terminal equipment outage, one simply need to initiate a request to the maintenance group. Upon receipt of the request, the IT staff will log it with LANDesk Solution according to a work flow, and subsequently work on identifying the cause of outage, all from within the back office, rendering IT staff's job quick, easy and efficient.

- **High Efficiency Software Distribution and Installation**

Software promotion system is a key link in the enterprise IT application life cycle. Previously, during system promotion, it was inevitable for IT staff to encounter huge workload in software distribution and installation. Using the software distribution function of LANDesk Management Suite, Liaoning Mobile can now distribute software package uniformly over the network to the required terminals, through executing the entire process automatically all from the back office. The centralized nature of remote distribution is simple and efficient. It permits monitoring of installation status and assures coverage and success rates. Moreover, software can be grouped logically, so that when a user get transferred from one department to another, the software get uninstalled or installed accordingly.

- **Automatic Patch Installation**



Previously, software distribution and installation was a pain point for the IT staff. Whenever new patches became available, the IT staff would send out notifications to request users to install patches. There were no means for IT staff to track which terminals had been patched. It was frequently revealed only after a breakdown has occurred, and often when a problem has deteriorated. Liaoning Mobile implemented automatic patch management, with the deployment of LANDesk Management Solution.

LANDesk Patch Manager can cross heterogeneous environments to perform gap analysis and automate patch management. It can initiate scans of managed computers, identify gaps in application software and operating systems based on standard information data, assist users in rapid identification and download of missing patches. It provides extensive and efficient patch repair functions, allowing rapid planning software distribution tasks to a single desktop or to a batch of desktops, over an existing network or through Windows Active Directory.

Patches are now automatically downloaded by the server as they become available. IT staff uses LANDesk Management Solution to plan patching tasks on the server, and then push planned patches to all required terminals for automatic installation. In addition, the status of installation are fed back to the server, so as to assure that all targeted terminals are successfully patched, and that no terminals are left out. Reports in various format can be automatically generated. IT staff can review patches and version upgrades and maintain system-level security to assure security of users. "LANDesk Patch Manager allows us to efficiently automate installation and repair of systems and application software in a controllable and comprehensive manner, leading to overall increase in the security level of computing equipment", asserts an IT staff at Liaoning Mobile.

- **Comprehensive, accurate and efficient collection of asset statistics**

Each year, Liaoning Mobile audits its equipment assets. Prior to deploying LANDesk Management Solution, audit was a tedious, labor-intensive process, incurring not only longer turnaround time, but huge amount of manual work on data collection. Moreover, due to the frequent upgrades of computers and shortening of application release cycles, it was challenging to obtain accurate statistics manually. With LANDesk Management Solution, collection of asset information is now automated.

LANDesk Management Solution's asset management function offers comprehensive support for heterogeneous client platforms. It can track computer and non-computer assets, including contracts, maintenance agreements, telephones, office equipment, etc. It performs discovery of computers on the network together with the detailed inventory of installed hardware and software. It monitors and reports on software usage status. Moreover, all hardware and software information are promptly scanned and stored in a central database.

LANDesk is the first vendor that supports Automated Management Technology (AMT). With AMT, LANDesk can discover any equipment on the network as long as it is connected to a power source, regardless if the equipment is powered up or down, has an operating system or has LANDesk agent installed. Alerts of any hardware outages



can be sent to the server and used to generate a complete network view. More importantly, LANDesk patented technology consumes very little bandwidth for statistics gathering. The asset management function allows Liaoning Mobile to collect asset statistics quickly, completely and accurately. Using the rich reporting features of LANDesk, asset reports in various formats can be generated rapidly and inquiry requests from various department can be fulfilled promptly.