



Qujing Tobacco

Gathering Hundreds of Companies all around onto one Spot

- Qujing Tobacco employs a LANDesk solution to realise a highly efficient desktop management system

Solution Overview

Client: Yunnan Tobacco Corporation Qujing Company

Country / Region: China

Industry: Tobacco

Application requirements

Qujing Tobacco runs computers in all its branch companies which are hundreds of kilometres apart for daily administrative work and production. Routine maintenance of these computers is obviously an arduous task, due to the wide geographical distribution. The company hoped to ensure a rigorous IT management system to efficiently oversee the maintenance and distribution of software patches to the ever-expanding network of client terminals, while keeping tab of the company's equipment resources in real-time.

Solution

Using the LANDesk IT management solution for system administration, the company has realised IT resource management, software distribution and repair, remote help and problem solving, software permission monitoring, operating system deployment and migration of configuration files. In terms of security control, the system has implemented various functions including loophole detection and repair, network access control, patch management, and applications restriction. In all, the system covers the company head office as well as all the branch companies, totaling 15 local area network and over 2000 client terminals.

Application benefits

- * real-time status update of the company's resources;
- * highly efficient operating system and software deployment;
- * remote support to resolve terminal breakdowns promptly;
- * comprehensive system loophole detection and repair, as well as fuss-free system-wide patch installation and management.

"Since implementing the LANDesk Management Suite and the Security Suite to oversee network security and desktop management, we could quickly streamline the entire company's desktop terminal management process. Previously, we had to be at the client terminals physically to solve a copious amount of teething problems. Now we could exercise centralised control and remotely solve these problems through the control console at the core server. The effectiveness is amazing."

- Yunnan Tobacco Corporation Qujing Company system engineer Chen Chuan

Corporate Overview

Yunnan Tobacco Corporation Qujing Company (hereafter referred to as Qujing Tobacco) was established in 1982, and the Yunnan Province Qujing Tobacco Monopoly Bureau was established in January 1984 which now governs 9 county level tobacco monopoly bureaux (subsidiary companies) and two re-drying companies (Yunnan Qujing Tobacco Limited Liability Company, Yunnan Qujing Natural Tobacco Re-drying Limited Liability Company), and is a shareholder of the Qujing Tian Fu Tobacco Re-drying Limited Liability Company. The entire enterprise employs 3000 people and owns assets worth more than RMB 6 billion.

Application background

While actively promoting productivity and competitiveness, Qujing Tobacco also takes the entire company's informationization effort very seriously. Having successively deployed various information systems to oversee cigarette marketing, tobacco leaf production and purchasing, monopoly management, financial control, and office automation, these systems have provided the powerful support for Qujing Tobacco to greatly enhance the effectiveness of its production and operation management. Along with these systems' wide-spread application, the computer has become an indispensable tool in the various departments of Qujing Tobacco. As a result, once a computer develops some problems, this will affect the work flow of the business. Therefore, ensuring that the computers function optimally all the time has become one of the IT administrators' most important tasks. Along with the quickening pace of informationization and the ever-expanding scope of applications, the number of computers Qujing Tobacco uses in the daily work and production is increasing rapidly, which at present stands at over 2000 terminals. Moreover, these terminals are distributed over an area of several hundreds of kilometres in various subsidiary companies. These conditions make routine maintenance to become more and more arduous as day by day.

Before implementing the LANDesk desktop management solution, Qujing Tobacco relied mainly on the traditional manual method that required the IT administrator to be physically on-site with the terminal. To avoid problems caused by improper usage, Qujing Tobacco had formulated a set of computer safety regulations, but the enforcement of these regulations is beset with difficulties. As the terminals' usage is too capricious, with many users personalising their desktops to their liking, downloading unsecured programs, uninstalling essential security tools, not observing the safety operation standards while using their computers, all of these unsafe practices greatly increase the risks of virus infection and illegal unauthorised access. Obviously, relying solely on the computer terminal users' own initiative to impose regulations will not work. As a result of a lack of a powerful tool, once a terminal develops a problem, the company had to dispatch an IT administrator to the site. The same tasks could be repeated from time to time on various different terminals. Not only was the work load heavy, it was above all else very inefficient. The situation was exacerbated by the need to reinstall application patches more and more frequently and the increasingly stringent security challenges. Qujing Tobacco needed an effective solution that solves these tedious desktop management issues by standardising the management of the entire company's computer system and providing an effective support that safeguards the efficiency of production, operation and management. Therefore, Qujing Company decided to deploy a network security (desktop management) system.

Solution

Qujing Corporation hoped that through the implementation of a network security / desktop management system, it can collate the status of the company's IT resources in real-time,



efficiently deploy operating systems and softwares, resolve terminal breakdowns promptly, implement system loophole detection and repair, make system patch installation management painless and prompt, while posting savings on the management and project implementation cost, enhancing the speed of response, and ultimately realising the investment return.

After evaluating various options, Qujing Tobacco has chosen the LANDesk IT management solution, especially the LANDesk Management Suite and the Security Suite, as its network security / desktop management system.

Qujing Tobacco deployed the LANDesk IT management solution to implement the network security / desktop management system. From a system administration perspective, this solution has realised many functions, including IT resources management, software distribution and repair, remote help and problem solving, software permission monitoring, operating system deployment and configuration files migration. As for the security control issues, the system has put in place loophole detection and repair, network access control, patch management, and application restriction. The system now controls all the 15 local area networks and over 200 terminals within the Qujing City corporate headquarters and its subsidiaries - Qujing Tobacco Limited Liability Company and Qujing Natural Tobacco Limited Company - as well as its nine branch companies.

The project was awarded to Kunming Zhan Hua Technology Limited Company. Planning started in March, 2007, and the system was officially put online on November 6, 2007. The entire project was completed as scheduled on December 6 in the same year.

Using patented technologies such as the LANDesk Dynamic Prioritising Server, Targeted Multicast and Peer Downloading, Qujing Tobacco's IT administrators can now quickly deploy software packages, softwares and operating systems effectively, while keeping network loading to a minimum. More importantly, the IT administrators can now focus on managing the entire corporation's desktop and providing a timely and highly effective remote maintenance support.

Application benefits

Since Qujing Tobacco implemented the LANDesk Management Suite and the Security Suite network security desktop management system, the entire company's desktop management has been streamlined instantly. While in the past, the administrator had to be on-site with the client terminals to troubleshoot and to gather information about the computers; now all these can be accomplished from the centralised control console at the core server.

Resource status at fingertip

Knowing the status of the company's computer resources accurately is critical to each company. This is because the company needs to have a clear picture of the status of current hard- and software resources before it can upgrade the system and applications, implement cost-control measures to ensure operational efficiency, or to ensure that the company only runs legally-installed software. Before implementing the LANDesk IT management solution, when Qujing Tobacco needed an update of the company's computer resources status, it had to mobilise a massive amount of manpower to record and compile the required data terminal by terminal. Very often, before the results were available, the resource status would have already changed. After deploying LANDesk IT management solution, Qujing Tobacco's IT administrators could retrieve each machine's resource status from the company



headquarters, be it component data - hard disk, memory, CPU, network card - or the names, versions of the operating system and applications, as well as the system's configuration. Furthermore, LANDesk comes with a comprehensive set of report templates to present the resource status clearly in a suitable report format, to aid the company to draw up a software and hardware upgrading plan, and to maximise the existing equipment's usage.

Terminal maintenance up close

After implementing the desktop management system, terminal users and IT administrators have appreciated the obvious advantage. Terminal users felt that problems are now resolved efficiently. In the past, when their terminal developed a problem, they had to wait for a few days for the IT administrators from headquarters to come with the solution. After deploying the LANDesk IT management solution, the IT administrators felt much more at ease, since they could now remotely maintain the entire terminal system from their own office. Now, if a user needs to install a software or experiences problems with software at his terminal, all he had to do is to make a phone call, and the system administrator would remotely logon to the user's terminal, thus providing flexible remote assistance and solutions to problems on the spot. This drastically reduced the maintenance cost and cut down the response time. The 15 branch offices under Qujing Company's governance are distributed over nine counties. Some county's local area networks are even distributed very widely over an area of several hundred kilometres. This solution would undoubtedly reduce the maintenance cost for the company and cut down the response time.

Applications upgrading with ease

Now, upgrading applications and the operating systems at Qujing Tobacco is very much easier. When it is time to upgrade an application or the operating system, the IT administrators only need to work from the server to carry out the planned operation with the ease of a few mouse clicks, and the software package which needs to be upgraded is pushed to the target terminals conveniently and effectively. Since implementing the network management / desktop management system, Qujing Tobacco IT Centre has successfully used this system to upgrade its OA office system and the Internet e-trading system.

Unhindered operations and management

Greater flexibility and efficiency has also been achieved when it comes to the system security management. In the case of patch management, the company had to depend on terminal user to download and install the patches in the past. This system would inadvertently require the IT administrators to provide on-site guidance. Given the wide geographical distribution of Qujing Tobacco's operation, it was very difficult to have a concerted management practice with regards to patch downloading and installation. It was difficult to even know exactly how many computers have already installed the patch as required, or how many have not installed. Given the importance and urgency of implementing patches, the IT administrators usually had to work in overdrive and clocked hours of overtime, but yet were only able to process a portion of all the machines.

Now, this problem could be easily solved thanks to the LANDesk desktop management system. Moreover, upon the user's request, each patch may be put through a trial-run prior to installation and execution after the results have been verified. Meanwhile, the installation results and reports are transmitted immediately to the administrator. All these processes are realised remotely, and the system administrator would have an unerring picture of the status of the patch installation with the help of the reports deposited on the server. With the help of the LANDesk Targeted Multicast and Peer Downloading technologies, the system could



automatically detect the current network bandwidth load, and distribute any software while optimising the network resource. This has reduced network resource loading for IT management, ensuring that the company's normal operations would not be affected.

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