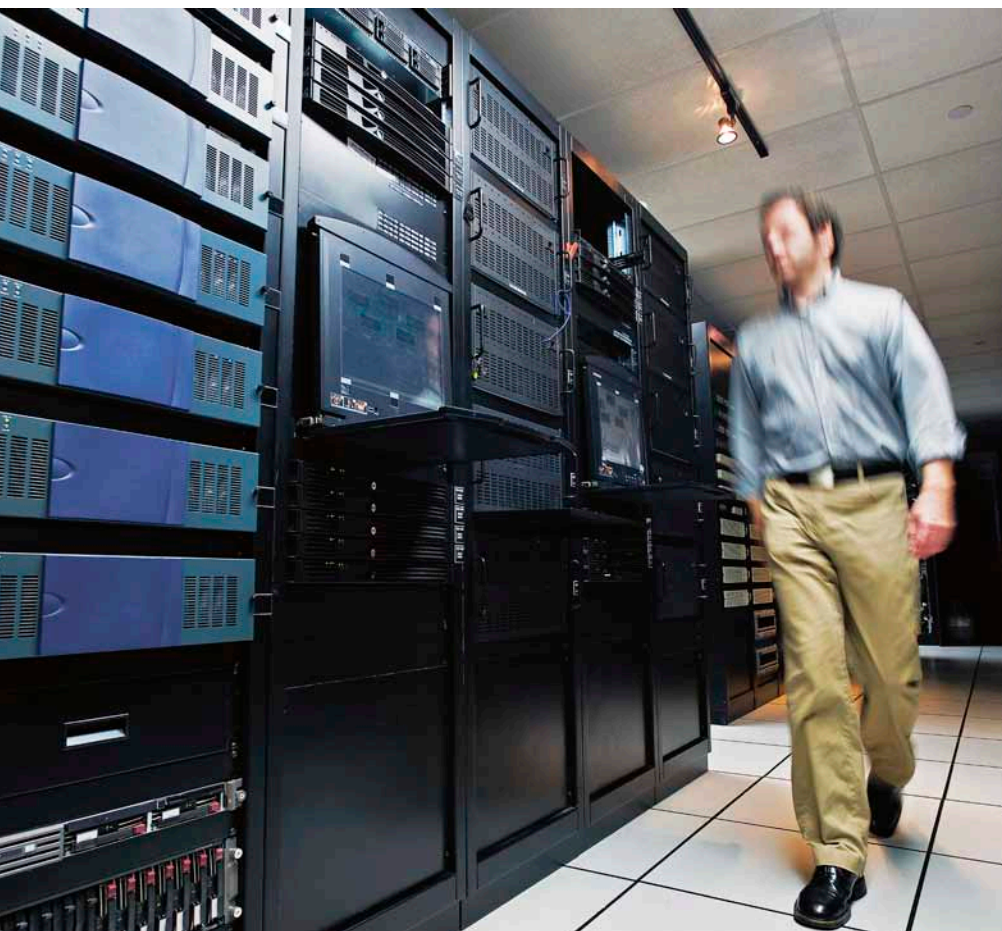




Managing multiple sites with one simple solution

Employment services provider in France remotely manages 175 locations and reduces IT support response times by more than 80 per cent



“With the Dell KACE VK1000 Virtual Management Appliance, we’ve reduced response times from three days to a few hours - an improvement of more than 80 per cent.”

Cyrille Blanc, IT Manager for France and Luxemburg, USG People

Customer profile



Company	USG People
Industry	Services & Consulting
Country	France
Employees	800
Website	www.usgpeople.com

Business need

USG People wanted to carry out an organisational restructure and software upgrade with easy remote administration, while providing a better level of service to users.

Solution

The company deployed the Dell KACE™ VK1000 Virtual Management Appliance to simplify administration of its many remote sites and maintain seamless software compliance.

Benefits

- Company lowers the cost and complexity of managing multiple sites
- Users gain better level of service, with IT response times reduced by more than 80 per cent
- Smooth, easy installation in two days with no prior training
- Company-wide software updates in just five days
- IT team is assured that software is compliant

Solution areas

- System Management

USG People is a specialist provider of employment services, including temporary employment, professional secondment, human resources and customer care. Services are provisioned through its independent operating companies, which are active across Europe. USG People in France has around 800 staff spread country-wide, so providing efficient, remote IT support was proving a challenge for the company's IT team.

"With the Dell KACE VK1000 Virtual Management Appliance's remote capabilities, we've reduced the cost and complexity of managing our multi-site organisation, while maintaining centralised control."

Cyrille Blanc, IT Manager for France and Luxembourg, USG People

The division in France oversees four company brands. Start People offers temporary employment and recruitment for specific areas such as logistics or education. USG Financial Forces is specialised in financial positions, while Secretariat Plus handles managerial and administrative roles, and USG ReStart helps train and advise people who are looking for employment.

Cyrille Blanc, IT Manager for France and Luxembourg, USG People, says: "The complexity of tying four lines of business together was especially challenging considering the diverse locations of many company sites. It would take an IT administrator one day to cover only four sites. We have 175 sites in France, so even a software refresh was daunting. With our previous system, we couldn't install complex software remotely, or carry out automated updates, so we had to visit each site in person."

With an internal corporate restructure and a software upgrade planned, USG People in France wanted to simplify its approach to systems management.

Company lowers cost and complexity of managing multiple sites

Blanc and his team started reviewing IT management solutions. After receiving a mailer describing the Dell KACE Family of Systems Management Appliances, Blanc was curious about the offering. He contacted Dell to attend a series of Dell webinars. The company selected the Dell KACE VK1000 Virtual Management Appliance.

"Managing remote offices is extremely time-consuming and expensive," explains Blanc. "While many solutions on the market have similar functionality, only the Dell KACE VK1000 Virtual Management Appliance creates replication shares. This is invaluable because we can't afford to install replication firmware at each site."

With the device's remote replication feature, all company applications, patches and scripts are automatically sent to a designated network share at a remote office. Any system at the remote office can access these files via the KACE VK1000 Management Appliance.

"With the Dell KACE VK1000 Virtual Management Appliance's remote capabilities, we've reduced the cost and complexity of managing our multi-site organisation, while maintaining centralised control," says Blanc. "We no longer need to ship installation media, and can reduce travel expenses for IT support staff by around 50 per cent. We probably save one working day per week."

Technology in practice

Services

[Dell KACE™ Customer Support Services](#)

Solutions

[Dell KACE VK1000 Virtual Management Appliance](#)

Easy in-house installation requires no prior training

Blanc attended the four-hour Dell KACE JumpStart training sessions – which are included with the Dell KACE Appliances – only after deploying the device. As the training takes place online, the IT team could schedule it at their convenience. The training is also tailored to suit individual needs, so the team could choose between a general overview or in-depth training on particular topics.

“I decided to familiarise myself with the Dell KACE VK1000 Virtual Management Appliance first and then use the training sessions to reinforce my knowledge and discover more complex functionality. The product is easy to install and use, so I could get started without any training at all,” says Blanc. “We selected the the Dell KACE VK1000 Virtual Management Appliance for its simplicity of use, low cost and ease of deployment – we were proven right on each count. We installed the appliance in just two days, with no disruption to business.”

Organisational restructure and software amendments in five days

The KACE VK1000 Appliance immediately gave the IT team visibility into the company’s overall infrastructure. It can now push out software, security updates and configuration scripts, and see first-hand when each machine is up-to-date. During a recent software deployment, this visibility helped ensure that the amends and changes to the organisation’s infrastructure went as smoothly as possible.

“We manage more than 1,000 workstations country-wide, but thanks to the software distribution feature in the Dell KACE VK1000 Virtual Management Appliance, we easily installed Adobe Acrobat Reader in two days,” says Blanc.

“We simply connected the site to the Dell KACE VK1000 Virtual Management Appliance, set the deployment and then checked again the following day to see that it had been completed. It’s definitely a more user-friendly solution than any competing product we looked at.”

Company gains peace of mind with easy compliance

With its previous system, Blanc and his team were not always aware of what software was installed in remote locations, creating security and potentially costly control and compliance risks. Licence compliance can save money, with the reallocation of unused software or the renegotiation of contracts.

“With our Dell KACE VK1000 Virtual Management Appliance, we know what software is installed and who’s using it. Software reporting gives us a comprehensive overview. This helps us stay compliant and save money by cutting out unused licences,” says Blanc.

With the device’s discovery feature, IT staff can also scan the entire network to identify and catalogue all network-connected devices and capture detailed configuration information.

IT support response times shortened by more than 80 per cent

Configuration management is another critical area for USG People. The virtual appliance has helped it save significant time and money, managing configurations in an automated, policy-based way. Scripts and patch updates are sent out to each site easily and quickly, ensuring that they’re up-to-date with standard applications and protocols.

“We no longer spend hours on updates and deployments and have enhanced the quality of our IT support,” says Blanc. “The change has been incredible. With the Dell KACE VK1000 Virtual Management Appliance, we’ve reduced response times from three days to a few hours - an improvement of more than 80 per cent.” As a result, staff at USG People have seamless access to the resources they need throughout their busy working days – whether they’re interviewing candidates for jobs or meeting with prospective employers.

Team gains time for strategic projects

By reducing the time spent on administration, the IT team is free to focus its time and energy on higher-value projects. Blanc explains: “Thanks to the Dell KACE VK1000 Virtual Management Appliance, we can spend more time optimising administration and the infrastructure as a whole, including improving our Active Directory service.”

Support maximises investment

To ensure the smooth running of the VK1000 Appliance, USG People relies on KACE Dell Customer Support Services. USG People receive fast assistance and replacement units, if necessary, as well as software updates.

The 24-hour Dell KACE Support Portal and AppDeploy.com, an online discussion board, offer information on installation, deployment and systems management.

View all Dell case studies at dell.com/casestudies

