

Customer Success Story

Abbey

- ▶ ManageSoft enables Abbey to efficiently manage 15,000 PCs in 1,000 locations across the U.K



www.abbey.com

Abbey's ManageSoft implementation:

- ▶ ManageSoft manages 15,000 PCs in 1,000 locations nationwide
- ▶ Wake-up on LAN every morning from 5-7 a.m.
- ▶ Prepared 100 software packages
- ▶ Updates an average of 10 software applications each month
- ▶ "ManageSoft has been an ideal choice for our company"

Seeking to streamline its processes for managing its 15,000 PCs in 1,000 locations across the U.K. Abbey Bank selected ManageSoft for to install, update, and maintain every software application on its entire PC fleet. The company has begun to use ManageSoft Security Patch Manager as well.

Abbey

Abbey is one of the UK's leading personal financial services companies and a part of Santander, the largest bank in the Euro zone and the 9th largest in the world by market capitalisation. Abbey offers a full range of personal financial services, both direct and through intermediaries, to 18 million UK and expatriate customers.

Abbey's goal: be the leading provider focused solely on personal financial services in the UK and offer the highest level of service to consumers. And, of course, technology plays a crucial role in delivering those services, which is why Abbey has long embraced solutions to improve the manageability of its computing infrastructure.

"We've employed systems management solutions for more than 20 years," said Mick Crisford, IT consultant for development and implementation at Abbey. During the '80s and '90s, Abbey developed a systems management infrastructure based on an Olivetti product that served the company very well. "It was simple and crude - there was no GUI, for example," Crisford said. "But it was an architecturally sound, policy-based solution. It pioneered many of the software-management concepts emerging today."

The ManageSoft solution

Over time, Abbey recognized it needed to move to a contemporary software-management solution. "We were embarking on a pretty major transformation of our infrastructure," Crisford said. "We were end-of-lifing all sorts of things - and the systems management portion clearly needed to be a part of this IT upgrade. We took a thorough look at the market. I think we were a little more sophisticated than typical buyers, so our expectations were quite high. After presentations from seven different vendors, we short-listed Marimba, Novadigm, and ManageSoft."



"This has been a very successful system that is very easy to use. You can see what's going on throughout the IT infrastructure during every update. We recently deployed the Security Patch Manager module on a limited basis and are very happy with its performance as well. Abbey has a 20-plus-year history with PC systems management - so I think we understand this space very well. And with its many features, ManageSoft has been an ideal choice for our company."

*- Mick Crisford, Business Integration Services
Abbey*

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“ManageSoft was the only vendor that met our requirements for Active Directory integration. In fact, ManageSoft exploits it brilliantly.”

– Mick Crisford, Business Integration Services, Abbey

The ManageSoft solution

Abbey's evaluation criteria included the following:

- ▶ **A Local Repository** – Abbey wanted to deploy local package repositories at each site that could exist on a standard workstation and be self-managing
- ▶ **Self-Healing** – The solution needed to self-heal any corrupted machines using the local repository.
- ▶ **Bandwidth Conservation** – Many branches have only a single 256Kb WAN link. To conserve bandwidth, Abbey sought a solution that provides delta-only deliveries, checkpoint-restarts for interrupted transmissions, within-file differencing, distribution-cascade architectures, and bandwidth throttling.
- ▶ **Active Directory Integration** – Abbey required its solution to exploit Active Directory and support Group Policies for user-object and computer-object targeting.
- ▶ **Comprehensive Reporting** – The chosen solution would need to provide full status reporting on delivery progress and software and hardware inventory.

After a complete evaluation process, including a week-long proof-of-concept to verify functionality against the Abbey criteria, the Abbey team selected ManageSoft's flagship suite of software-management solutions.

ManageSoft solutions for the enterprise software lifecycle enable organizations to automatically deploy, update, and manage software and security patches for desktops, servers, and mobile devices. ManageSoft builds intelligence into business computers, transforming them into self-managing devices that automatically self-update, self-patch, and self-heal. The suite encompasses software deployment, IT business intelligence reporting, PC refresh, IT asset tracking, license management, security-patch management, and more.

The Abbey result

"ManageSoft was the only vendor that met our requirements for Active Directory integration," noted Crisford. "In fact, ManageSoft exploits it brilliantly." During the initial rollout, Abbey prepared more than 100 software packages. "Each PC goes out with just Microsoft Windows XP and the ManageSoft agent – that's it," Crisford said. "ManageSoft takes it from there. There isn't one program on the workstation that isn't installed and managed by ManageSoft."

"Our software changes frequently," Crisford said. Typically, 10 applications change each month. Many are in-house applications. Some are withdrawn, others are added. Abbey uses wake-up-on-LAN every morning from 5-7 a.m. (in a staggered fashion). Each workstation manages itself, moving from its existing state to its desired state (as defined within Active Directory), taking any necessary content from local package repositories. This has been a very successful system that is very easy to use," said Crisford. "You can see what's going on throughout the IT infrastructure during every update. We recently deployed the Security Patch Manager module on a limited basis and are very happy with its performance as well."

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