



Customer Success Story

Department of Land Information (DLI)

- ▶ West Australian government body uses ManageSoft to automate software distribution and security management



Department of Land Information (DLI) selects ManageSoft to manage software distribution and automate security patch management on 1200 desktops.

DLI's ManageSoft implementation:

- ▶ Cut costs with set-and-forget policy based reliability that automates software installations and downloads
 - ▶ Automatic software updates and repairs reduce support costs
 - ▶ Automated security patch deployment
 - ▶ Up-to-the-minute reporting on the status of IT security
 - ▶ Automated self-healing features
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DLI

DLI maintains the official register of land ownership and surveying information, and also manages land and property valuation in Western Australia (WA). Its core business is gathering land information from ground surveys, aerial photographs and satellite imagery, to develop products and services that link people and businesses to land in WA.

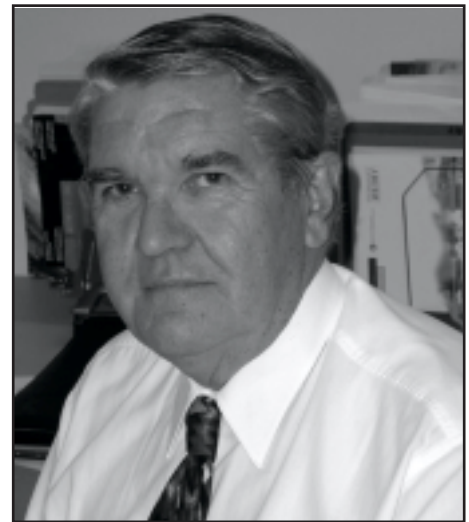
The challenge for DLI

DLI has 900 employees spread across six sites. The organisation is split into a number of divisions and in the past, each of these would purchase its own software. This meant that managing software was difficult for DLI. And, with more than 1200 PC's throughout the organisation, security patch management was also an issue.

A software audit showed that many of DLI's installed applications weren't actually necessary. To reduce costs and simplify software maintenance, DLI needed to rationalise the number of applications it had, and find a product to effectively monitor software usage and manage its licences.

"We had 500 applications installed in our primary office alone, so monitoring software was a major task and it was costly to keep all licences up to date. We needed to reduce the number of applications, so we completed a software audit to identify which programs were necessary to DLI's work, and which ones could be removed. With ManageSoft we can easily monitor software usage across DLI, making sure our users can still perform their tasks without overspending on unnecessary software licences".

- Brian Crump,
Project Manager Infrastructure Services Branch
DLI



"The ManageSoft team were very supportive during the rollout of the solution. They worked closely with us to make sure the implementation went smoothly, and along the way, provided excellent product training."

- Brian Crump,
Project Manager Infrastructure Services
Branch, DLI.



Customer Success Story



www.dli.wa.gov.au

“Applying security patches to 1200 PC's was such a huge task that sometimes it just wouldn't get done. Now with ManageSoft we can easily patch every PC within a week of the alert.”

Brian Crump,
Project Manager, Infrastructure Services Branch
DLI

The ManageSoft solution

DLI has achieved a secure and efficient network by centralising its software distribution and security patch management processes with ManageSoft. DLI can automatically monitor software usage to ensure it isn't overspending on licences. Security is also better managed by automated download and deployment of relevant patches as they are reported.

“Being able to automatically deploy and update software, and manage the security of our network has saved us a lot of time and money. Applying security patches to 1200 PC's was such a huge task that sometimes it just wouldn't get done. Now with ManageSoft we can easily patch every PC within a week of the alert. ManageSoft also significantly reduces our support costs because of its self-healing functionality, which automatically fixes security patches when deployment goes wrong.”

“With ManageSoft we have set policies that automate how we assign software to users. We've developed a base operating environment with fixed applications that go onto every desktop, and then we assign specialised programs to the users that need them. This has considerably simplified software maintenance and reduced the cost of our licences.”

“We're really happy with the products we've purchased and level of service from the ManageSoft team. They've been very responsive to our needs. The changes we've made by working with ManageSoft have been excellent. We have cut the number of applications in our primary office down from 500 to 400. With ongoing culling we anticipate that we will reduce this number further to around 300 and achieve significant savings as a result.”

The DLI result



Brian Crump
Project Manager,
Infrastructure
Services Branch

“ManageSoft is helping us with our goal to reduce our IT management costs and improve the use of our resources. We liked the fact that it's an Australian product and we received really positive feedback from the ManageSoft clients we met with. We were impressed that ManageSoft is

built to support ITIL, which is the framework we've been working towards.”

“ManageSoft automates software monitoring which has significantly reduced our licence costs. The set-and-forget policy lets us specify which users should have what programs and then automates software deployment, saving us time and money. If something goes wrong when software or even security patches are being installed, ManageSoft automatically self-heals, which reduces our support costs.”

“ManageSoft has greatly improved the security of DLI's IT infrastructure. With more than 1200 PC's to manage, security has always been a serious issue. With ManageSoft, we no longer have to physically visit every computer, interrupt the users and get them to sign off on software installed from a CD. Patches are automatically distributed from a central location, saving us time and resources.”

Find out more

Read other customer success stories and view video interviews at

www.managesoft.com/customers

- Brian Crump
Project Manager, Infrastructure Services Branch
DLI

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