

# »» Energizing IT Efficiencies and Savings



Committed to providing a safe, secure water and electricity supply to its customers, Abu Dhabi Water and Electricity Authority (ADWEA) and its group of companies provide an essential service for all the people living and working in the Emirate of Abu Dhabi. Originally a government agency, over the past five years ADWEA has experienced a wave of restructuring and privatization in the Abu Dhabi water and electricity sector. The new framework aims to improve efficiency through better investment decisions, better use of existing plants, better management and better choices for customers. With the aim of improved efficiency in mind, ADWEA energized its IT support services with solutions from LANDesk Software to decrease the time needed to create detailed inventory reports from 100 man hours to less than 30 minutes, eliminate certain system vulnerabilities, reduce software deployment times from 100 man hours to 1 hour for 100 PCs, and cut helpdesk call times by 80%.

## Instant Inventory

Discovering which computers are still under warranty, which ones have depreciated in value, what software applications they are running, how much RAM does each computer have, does a computer need a new CPU, etc. are all questions that the ADWEA user support team has had to answer for management on a quarterly, and sometimes monthly, basis. Unfortunately, gathering this information meant the ADWEA support team had to assign two engineers and two data entry personnel to physically visit each of the 300 PCs they support in their seven-floor building over a period of seven to ten days. After putting LANDesk® Management Suite in place, this task that used to expend between 50 and 100 man-hours, can now be completed with a simple query in less than 30 minutes.

“LANDesk Management Suite saves us a considerable amount of time, which results in sizeable money savings,” says Adel Kamali, Head of User Support for ADWEA. “The reporting capability of LANDesk is great. The inventory management tool enables you to find anything you need with regards to a machine’s software and hardware. It eliminates the need to physically visit every machine, as well as the potential for human error. Now I get accurate reports whenever I need them.”

## Patch Management Peace of Mind

In addition to having a clearer understanding of ADWEA’s computer inventory, LANDesk Management Suite combined with LANDesk® Patch Manager also enabled Kamali to detect which of his computers were potentially vulnerable to known virus and security attacks, and then allowed him to eliminate those vulnerabilities. “Before using LANDesk Patch Manager, we used Microsoft Software Update Services (SUS) for patch management,” says Kamali. “SUS is blind. It can’t tell you when certain computers haven’t been successfully updated with a new patch or fix, leaving you vulnerable. But LANDesk Patch Manager gives you a complete detailed list of which machines have been updated and which machines have not. If 100 machines happened to be off

### Business Needs:

- Increase overall efficiency of IT team and resources

### Solutions:

- LANDesk® Management Suite
- LANDesk® Patch Manager

### Business Benefits:

- Decreased the time needed to create detailed inventory reports from 100 man hours to less than 30 minutes
- Eliminated system vulnerabilities and received 100% accounting of which machines had been patched and needed to be patched
- Reduced software deployment times from 100 man hours to 1 hour for 100 PCs
- Cut help desk call times by 80%

during the patch process, now I can easily identify them and properly patch them.”

Not only does LANDesk Patch Manager give Kamali greater peace of mind concerning the secure nature of his PCs, but it also helps to eliminate the frustrations of patches gone wrong due to system or DLL conflicts. “LANDesk tests the patches before we get them, giving us more reliable patches,” he says. “When we implement the patches from LANDesk, we don’t experience any system conflicts or problems with our applications. We still test them on our own, but knowing that LANDesk has done their own testing in addition is reassuring.”

### Simple Software Distribution

Like most IT managers, in addition to patch deployment, Kamali has responsibility for deploying software applications to ADWEA computers. In the past this meant visiting each PC one at a time to install a set of applications from a CD or download server. LANDesk Management Suite enables Kamali and his team to create an image of the applications to be installed and then schedule that image for automatic and simultaneous deployment to all of ADWEA’s PCs.

“Software distribution with LANDesk Management Suite saves us a lot of time,” Kamali says. “Before, to install something like Office 2003 for 100 users, moving from one machine to another and configuring everything would take about an hour for each client. With LANDesk Management Suite you just schedule the task and within a single hour you have it installed on all 100 machines. Also, it lets you monitor and check the progress of the deployment if you want.”

Another aspect that Kamali appreciates about LANDesk Management Suite, especially when it comes to software distribution, is the solution’s intuitive graphical interface. “I love it. It’s so easy to use,” he says. “If someone wants Powerpoint or Autocad, I can have a help desk level 1 technician take care of it instead of an engineer. He simply chooses the user, drags the software package to him, and within 20 minutes the user has the package and it’s running without any problems.”

### Eliminate Waste and Increase Efficiencies

Not only does LANDesk Management Suite allow Kamali’s user support team to deploy software without actually visiting each PC, but it also allows them to solve users’ PC problems remotely, increasing the overall productivity of his team and the users they support. “You waste a lot of time when you have to physically go to a user’s machine to fix it,” says Kamali. “The user stops working, they watch you and talk to you so you can’t concentrate, and while you walk there and back to your office, other users stop you to ask you questions. With the remote desktop in LANDesk Management Suite I save time not only because I can solve problems without going to the user, but I can also solve three different problems from three different users all at the same time.” Kamali adds, “Answering about 40 calls a day, my engineers used to have to spend an hour on each machine tackling different problems. Now it’s reduced to 10 minutes per call.”

LANDesk Management Suite has empowered Kamali to save significant IT time and resources, while improving the efficiency of the ADWEA User Support team. “LANDesk Management Suite is a very powerful tool,” says Kamali. “It runs beautifully and has given us a stable environment. It has enabled us to eliminate wasted time and increase productivity of our engineers. We’ve experienced a significant return on our investment.”

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