

»» High Returns, Where Time is Money



Daiwa Securities SMBC Europe Limited*, a global investment bank, advises some of the world's largest companies. It also makes shrewd investments on its own account – such as the decision to use LANDesk® Management Suite to manage and support around 700 PCs in seven different countries.

Managing change

The approach of Y2K drove Daiwa Securities SMBC Europe Limited's implementation of LANDesk Management Suite. The institution seized Y2K as an opportunity to rationalise its diverse network infrastructure and standardise all the PC hardware and software in its City of London headquarters.

This was a complex project. Daiwa Securities SMBC Europe Limited runs both Japanese and English operating systems on its desktop computers. Prior to Y2K, it also used a remarkable 1,500 software programs including Japanese and English versions of critical market data applications such as Reuters*, Bloomberg* and Quick IS*. The institution urgently needed a management tool to create a hardware and software inventory and then automate the installation of a new software build on the 700 PCs in its City and European offices.

Invaluable asset

Having evaluated LANDesk Management Suite and two of its main competitors, Daiwa Securities SMBC Europe Limited chose the LANDesk solution. Darran Spokes, Associate Director in the Business Infrastructure Group within the institution's Technology Division, explains:

“LANDesk Management Suite had all the features we needed, and more, and suited the scale of our European operation. Just as importantly, it was genuinely easy to use—a real advantage for us, as this was our first experience with this kind of tool.”

Having defined a standard software build, the project team used LANDesk Management Suite to generate a Microsoft SQL database of all desktop installations. Next, the team 'scripted' a large number of applications for distribution from two servers running LANDesk Management Suite. As a result, 70 percent of the Y2K software rollout was automated, saving hundreds of hours and ensuring that the institution met the industry regulator's deadline of October 1999 for compliance.

Business Needs

- A fast and cost-effective way of managing 700 desktops in seven different countries

Solution

- LANDesk® Management Suite

Business Benefits

- Rapid rollouts for major projects such as Y2K
- Reduced IT costs and increased efficiency of IT support team
- Reduced PC downtime and minimal disruption to trading

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ASSOCIATE DIRECTOR

BUSINESS INFRASTRUCTURE GROUP

TECHNOLOGY DIVISION

DAIWA SECURITIES SMBC EUROPE LIMITED

Darren Bird of Daiwa Securities SMBC Europe Limited's Technology Division takes up the story: “The LANDesk solution had a dramatic impact on the Y2K rollout, making it fast and seamless. It was an enormous task that would have been horrendous without LANDesk Management Suite.”

Money in the bank

Since then, the benefits of the LANDesk solution have continued to accrue. Software distribution remains a critical function, and today LANDesk Management Suite handles an average of 20 remote installations per day for the organisation. This figure ramps up considerably during major upgrades or when new software is purchased.

A key benefit to Daiwa Securities SMBC Europe Limited is that its users – in particular the traders – can continue working while software is being installed. The impact of this on the bottom line is difficult to quantify but impossible to ignore.

“LANDesk Management Suite ensures that any disruptions to the company’s business are kept to a minimum,” says Darran Spokes.

In control

The software’s ability to take over a desktop and solve problems remotely has proved an equally valuable asset, greatly reducing PC downtime.

The high-quality information generated by LANDesk Management Suite also helps support staff to troubleshoot problems more quickly.

As importantly, the LANDesk solution has improved the Technology Division’s ability to support large-scale network projects as well as individual users.

“LANDesk Management Suite has given us a very clear picture of our environment,” says Darran Spokes. “Not only have major rollouts become much more manageable, but we have also reduced the number of problems that occur on an ongoing basis. This brings additional time and cost savings. LANDesk Management Suite has put us more firmly in control of a complex environment than ever before.”

European bonds

During 2000, Daiwa Securities SMBC Europe Limited reorganised its network of branch offices in Europe. However, local IT support was not always a viable option, given the small number of employees in each office.

LANDesk Management Suite’s remote management capabilities allow the Technology Division to support branches from its London base. This includes all key functions such as remote problem diagnosis and resolution – on servers as well as PCs – software distribution and product inventories. As a result, the institution has been able to control its IT support costs without compromising on the service levels offered to any of its employees.

High returns

The Technology Division itself has seen efficiency gains since LANDesk® Management Suite was introduced. Automation of routine and time consuming tasks has freed support staff to work on more strategic projects, making more effective use of Daiwa Securities SMBC Europe Limited's valuable IT resource. Darran Spokes—who previously carried out all the Reuters installations manually in the City office—estimates that he has regained around 60 percent of his working week.

Darran Spokes concludes: "As a result of using LANDesk Management Suite, we now require fewer support engineers and they are all able to devote more time to dealing with high-level issues. LANDesk Management Suite is an excellent product that has more than paid for itself both in cost savings and efficiency gains."

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