

Capital Finance – on the move...

Capital Finance was founded in 1995. Since then they have become one of Australia's leading finance companies. They have offices in major cities across Australia, as well as mobile staff who service customers in non-metropolitan areas. Capital Finance is part of the HBOS Australia Group. Their parent HBOS plc is one of the world's largest financial services group, with assets in excess of A\$1 trillion.

The Challenge

In February 2006 Capital Finance relocated to a new building and the decision was made to upgrade the IT assets workers use every day to do their jobs including desktop PC's, laptops, printers as well as the servers and network infrastructure that support these devices.

With the move as the catalyst the IT department recognised the need for an IT lifecycle management solution to improve performance, security, manageability and reliability of the organisations IT assets.

"Business drivers, such as, a more effective software license compliance process and the decision to migrate to Windows XP provided the justification for making the investment in a management tool," said Andy Selby, Capital Finance IT Manager.

"With that decision made, we started the evaluation process," added Andy Selby.

Sourcing the Solution

With the approval of management, the IT team quickly went to work evaluating different vendors. "We relied on our trusted relationship with our IT Services consultant – IMC Communications for guidance on the right solution for this project" said Andy Selby. "Altiris was the stand out and was especially strong in the areas of product integration, robust functionality, in-depth reporting and financial stability."

With the re-location of Capital Finance planned to happen over a weekend, there was no room for error in the project to move 350 desktops, with new upgrades and to be fully operational when the workers arrived on the Monday morning.

With this in mind Capital finance purchased the full line of Altiris products including Client Management Suite, Server Management Suite, and Asset Management suite, training and consulting services proved by both Altiris and IMC.

Partnering with IMC Communications

To assist with the installation of the product quickly and ensure it was working properly Capital finance called in its incumbent IT partner IMC Communications.

"With a project like this, IMC would be our first choice of implementation partner" said Andy Selby. "We work with IMC on a day to day basis for a lot of our IT needs and it was a logical step to have them partner with us on the relocation and upgrade project."

"IMC gave us the expertise, training and resources we needed to implement Altiris on time and under budget" added Andy Selby.

Another benefit of using an implementation partner is that the Capital Finance staffs are now becoming experts in how to use and get the most from the Altiris products. With IMC Communications assistance and training clients can rapidly become experts and get the most from the Altiris investment.

The Outcome

Since purchasing Altiris and working with IMC to implement the products, Capital Finance have already deployed Altiris across the new Norwest office, including 350 users and 30 servers. Phase two of the project is to implement Altiris across the rest of the company which will include multiple Sydney offices, Adelaide, Melbourne, Brisbane and Perth.

Capital Finance is actively using Altiris for patch management, software distribution, license compliance, asset control and client inventory.

Even in groups that are not using Altiris at present, the product has made a big impact. "Everyone who has seen the product at work believes Altiris to be a great benefit to the IT management" said Selby. "They are used to seeing other packages that weren't integrated and provided separate tools and reports for server engineers and client engineers. With Altiris, it's all integrated."

The Future

Phase two of the Altiris implementation project will commence in June 2006 and based on the results experienced with Altiris in Phase one, are looking to expand the use of Altiris for server management.

"Overall we are very pleased with our Altiris purchase. The product had met our main goals for Desktop Imaging and Management as well as patch management and software license compliance, and

has given us the ability to help with many more IT infrastructure issues" said Andy Selby.

"The Altiris implementation was the key to our relocation project with Capital Finance, said Scott Nash, IMC Account Manager. "The full suite of services helped us improve service quality, reduce the project time frame and it lowered the overall operating expenses for Capital Finance."

The Business Benefits

- Simplify and consolidate desktop and laptop deployment strategy
- Centrally manage and control application deployment
- Ensure desktop and laptop image consistency throughout the image lifecycle
- Track software license compliance
- Improve patch management efficiency and effectiveness to protect the Capital Finance network from an increasing number of security concerns

The Business Values

- Able to meet software license compliance requirements
- Lowered the total cost of owning the company's IT assets
- Improved employee productivity and reduced operational expenses by increasing IT service levels
- Made IT staff more productive and strategic by reducing the time consuming and inefficient manual processes
- Increased the level of PC software security across the company

IMC
Communications

For More Information

Suite 29, Level 10, 53 Walker Street,
North Sydney, NSW, 2060

T 02 9006 8200 • F 02 9006 8222

www.imc.net.au