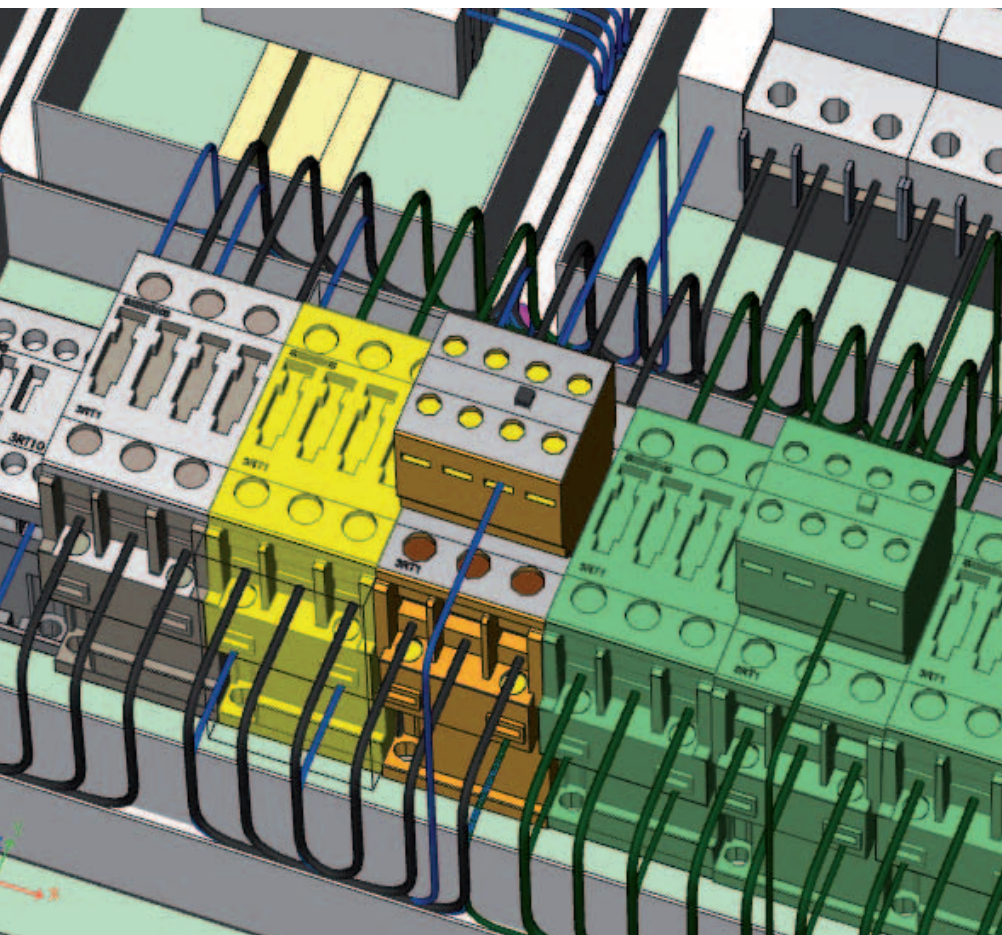




## High-voltage IT boosts efficiency

Software development firm helps raise IT team productivity by around 50 per cent, improving employee experience



“With Dell KACE, we’re around 50 per cent more productive.”

*Thomas Januschke, Head of IT, Zuken*

### Customer profile



**Company** Zuken  
**Industry** Software Development  
**Country** Germany  
**Employees** 400  
**Website** [www.zuken.com](http://www.zuken.com)

### Business need

Zuken wanted to gain greater control over its client estate of 300 devices. Its key goals included better asset management, licensing practices and helpdesk services.

### Solution

The company implemented Dell KACE™ appliances for improved device deployment and systems management.

### Benefits

- IT team productivity is boosted by around 50 per cent
- Collaboration creates a smooth transition to Dell KACE
- Licence management is simplified with Dell KACE K1000
- Solution improves helpdesk performance and device stability
- Future client deployments are accelerated with Dell KACE K2000

### Solution areas

- System Management

Zuken supports world-leading companies, helping them strengthen their electrical and electronic engineering processes from development to production. A workforce with diverse skills enables the firm to serve customers in many industries – from aerospace to consumer electronics – with the aid of solutions that use electronic design automation and computer-aided engineering.

Founded and based in Japan, Zuken has offices across Europe, and three datacentres in Germany and the US. The IT teams in Munich and Ulm look after IT – including 300 client devices and 75 servers – for the group in Europe and the US.

Thomas Januschke, Head of IT at Zuken, saw that client management was increasingly difficult. Licences, updates and patches were complex to monitor. “Managing the estate was time consuming, with lots of manual processes and a lack of visibility,” says Januschke. “We needed a centralised management platform to simplify core tasks and improve end-user experience.”

#### **Testing and proof of concept give Zuken confidence**

Zuken’s challenge was to deploy and manage essential systems more effectively, without expanding the IT team. Januschke first heard about Dell KACE™ solutions at a lunch-and-learn session run by Dell Partner and long-term IT provider IT sure. “We had a feeling that this was the right solution for us,” he says. “We saw that Dell KACE would reduce the burden of day-to-day IT administration, freeing IT staff and allowing them to focus on important tasks that they didn’t have time to complete before.” IT sure worked with Zuken to run a proof of concept with two solutions: Dell KACE K1000 Management appliance and Dell KACE K2000 Deployment Appliance.

During the proof of concept at Zuken’s datacentre, the two companies also worked together to run an inventory of the entire client estate. “With the Dell Partner supporting us, we checked the application and licence status of all our client devices, and ensured that every instance was correctly represented in the Dell KACE solution. This was also an opportunity to check for surplus or missing licences,” says Januschke.

Januschke and his colleagues also worked with the Dell KACE team in the UK, drawing on its expertise to test various scenarios via web seminars. “Through our tests with Dell, we could see that the solution did what we wanted it to do,” he says. “Of all the solutions we considered, Dell KACE was the one we trusted the most. All the others raised significant issues – they were either too expensive or required too many resources to implement and run. Dell KACE offered exactly what we needed.”

“With Dell KACE, we can reinstall the operating system for a client device remotely – this saves around a week so we no longer get negative feedback from our users.”

*Thomas Januschke, Head of IT, Zuken*

#### **Technology in practice**

##### **Solutions**

Dell KACE™ K1000 Management Appliance

Dell KACE K2000 Deployment Appliance

### **Collaboration ensures a smooth move to Dell KACE**

Zuken and IT sure ran a phased deployment, working together closely. "It was good to have IT sure's support during the rollout because our resources would have been stretched had we done it alone," says Januschke. The Dell Partner also provided training for the IT team. This training allowed the solution to be implemented quickly, and the IT team was using it soon after it was deployed.

"The collaboration among Zuken, Dell and IT sure was excellent – great knowledge transfer, quick reaction times and strong communication," says Januschke. "The project confirmed our commitment to Dell solutions and services."

The software development department was migrated onto the appliance as part of a one-week pilot programme. This is the division with the most complex IT needs, so the pilot project gave the IT team the confidence to proceed with deployment to other divisions.

### **Licence management is simplified with Dell KACE K1000**

The IT team used the Dell KACE project as an opportunity to review licensing for every application. "We now have good visibility of our licences thanks to Dell KACE K1000 – and peace of mind that we have the right status for all our software," says Januschke.

In the past, the team found it difficult to track licence purchases across the company. Now, it has an ongoing inventory that delivers insight into the licensing status of each application at each site.

"We can also see how many versions of software, such as WinZip, staff are using. Without Dell KACE, this was virtually impossible," says Januschke.

### **Dell KACE K1000 improves helpdesk performance and device stability**

"Our previous helpdesk ran from a simple email inbox dedicated to requests. It was difficult to monitor and manage. The Dell KACE service desk has enabled us to create a simple, efficient system that improves the service we deliver to the company," says Januschke. In addition, the team uses KACE K1000 to:

- Manage assets
- Distribute software
- Manage patches
- Control power settings
- Run security audits
- Set policies and configurations

Januschke says: "We can even set the KACE K1000 appliance to run overnight backups for automated desktop maintenance – raising the stability and performance of our client estate with very little manual input."

In the past, if a desktop failed in a branch office, such as Milan, the user had to send the machine to Munich and wait for it to be returned after repairs. "With Dell KACE, we can reinstall the operating system for a client device remotely – this saves around a week, so we no longer get negative feedback from our users," says Januschke.

### **Future client deployments are accelerated with Dell KACE K2000**

With so many devices to look after, a simple means of upgrading and replacing machines is essential for Zuken.

Now, the team can reduce the time required to provide new starters with the resources they need, or meet the changing requirements of existing staff.

Januschke says: "With Dell KACE K2000, we can successfully set up devices at any of our global sites. Using its remote management capabilities, we can run a range of tasks that give end users high performance solutions fast – helping them to do their jobs without worrying about IT." The team uses Dell KACE K2000 for:

- Computer inventory scanning and assessment
- Network operating system installation
- User state migration
- System repairs and recovery
- Disk imaging

### **IT team productivity is increased by around 50 per cent**

Since the Dell KACE deployment, Januschke and his colleagues have returned to several projects that they had been unable to complete before. "With Dell KACE, we've avoided the need to hire an additional IT team members each year," says Januschke. The team can now focus on network security and has engaged in a Microsoft® Office SharePoint® Server rollout.

"Dell KACE appliances are easy to use – they've transformed the way we work. I couldn't imagine life without them now," says Januschke. "They require almost zero maintenance and have a web-based user interface that's intuitive. With Dell KACE, we're around 50 per cent more productive."



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