



Newcastle Permanent Building Society

FINANCIAL INSTITUTION DRAMATICALLY REDUCES PC UPGRADE ROLLOUT TIME USING ALTIRIS DEPLOYMENT SOLUTION

THE ALTIRIS® SOLUTION Deployment Solution™

ABOUT NEWCASTLE PERMANENT BUILDING SOCIETY

The Newcastle Permanent Building Society (NPBS) is the largest building society in Australia. Based in the Hunter Valley, north of Sydney, New South Wales, Australia, they have more than 30 branch offices scattered throughout the region.

A building society is a mutual organization that allows individuals to pool their finances and talents to build houses. Each depositor and borrower is a shareholder in the organization. Starting from humble beginnings in England in 1775, building societies have now spread across the world and currently operate in more than 100 countries.

THE CHALLENGE

- > An aging IT environment desperately needed an upgrade
- > PC migrations, upgrades and general support required time-consuming travel
- > Manual PC deployment took days to weeks and the time required to upgrade the entire system would have been unacceptable

THE BUSINESS VALUES

- > Automated PC deployment allows a single administrator to configure and manage several hundred computers in minutes
- > PC personality migration maintains employee productivity
- > Tight integration with Active Directory extends management efficiencies

AN AGING IT ENVIRONMENT

Despite its size as a leading regional financial institution, with more than 500 employees and a large branch network, Newcastle Permanent Building Society (NPBS) has a relatively small IT staff. For a system upgrade or software migration, the IT staff had to physically visit each branch office and manually provide the necessary support.

When Bruce White, the IT manager, joined NPBS two years ago, he noticed an aging supply of desktops and laptops that desperately needed to be upgraded. Together with the new CEO, White submitted a plan to the NPBS board of directors. Their recommendation was to replace the computers in the main office as the first step in a much bigger process to overhaul the entire branch network. But with the previous processes, that project would take months.

"The issue was the time it was taking us from PC procurement to implementation. Take away the lead time to deliver the equipment and we were still talking about a week to ten days," said White. "By the time we found someone to build the machine, get the specifications, organize the software and deploy the system, the process was taking far too long."

DEPLOYMENT SOLUTION SAVES MONEY AND TIME

Having gained board approval, Bruce and his team set out to find a solution that could speed things up. NPBS was supported by a regional reseller, Rich Computing, NPBS's IT supplier for many years.

For this project, however, NPBS wanted more than just someone who supplied machines. They wanted help designing new systems, providing continual management, tying in the existing infrastructure, and deploying new software. So, Steve Rich, Rich Computing managing director, brought in the HP Professional Services team and they checked out Altiris Deployment Solution.

"This was our first experience with Altiris," said White, "and we think it's fantastic. The ease of use and complete system management really grabbed us when we were doing the evaluation."

Deployment Solution is a money and time saving alternative to manual software installation on PCs. Its powerful and flexible imaging and distribution capabilities let a single administrator manage, configure and install software on hundreds of computers in minutes.

"We were looking for a solution that implemented our standard environment, distributed software, and provided management functions. When we looked at Altiris, it gave us that and more," said White. "We downloaded the 30-day trial license and it was so nice to use. Deployment Solution filled all the requirements we were looking for so we just decided to buy the licenses and get on with our project."

Another benefit of Deployment Solution for NPBS is tight integration with Active Directory. It has further helped reduce the time it takes to set up new machines. Now White's staff can unpack a new computer, build it to specification and deploy it in about one and a half hours. The same process used to take ten days.



altiris®
intuitive > manageability

"We were looking for a solution that implemented our standard environment, distributed software, and provided management functions. When we looked at Altiris, it gave us that and more."

—Bruce White
IT manager

Newcastle Permanent
Building Society

SEAMLESS PC PERSONALITY MIGRATION

With this rollout of new machines, NPBS wanted to make sure each PC maintained a consistent computing environment for the individual it was built for. As users customize their PCs to make them easier to use, they naturally want the environment to remain consistent even after an upgrade. With Deployment Solution, a PC's personality is saved in a temporary storage and restored after the migration. Settings like bookmarks, e-mail preferences, file structures and desktop themes remain just like before.

ALTIRIS CLIENT MANAGEMENT SUITE PROVIDES INCREASED MANAGEMENT CAPABILITIES

So far, the IT staff at NPBS has only used Deployment Solution for this rollout project. However, they're planning ahead. They've already purchased Altiris Client Management Suite™ which will let them take advantage of other management functions such as automated inventory discovery and management, software license management and remote control.

ABOUT ALTIRIS

Altiris, Inc. offers a full line of Web-enabled solutions that empower organizations to easily manage desktops, notebooks, handhelds and Windows, Linux and UNIX servers throughout the IT lifecycle. Altiris provides fully integrated, complete systems management solutions for client and mobile, server, and asset management. Altiris' vision is to automate, simplify, and reduce the cost and complexity of IT lifecycle management with a rapid return on investment. For more information, visit www.altiris.com.



altiris®
intuitive > manageability

Altiris is a registered trademark of Altiris, Inc. in the U.S. and in other countries. Deployment Solution and Client Management Suite are trademarks of Altiris, Inc. The other company names or products mentioned are or may be trademarks of their respective owners.

