

Rockwell Automation

THE ALTIRIS® SOLUTION:

Altiris® Client Management Suite™ including:
 Deployment Solution™
 Inventory Solution®
 Software Delivery Solution™
 Wise Package Studio™

Altiris® Server Management Suite™ including:
 Inventory Solution®
 for Servers
 Software Delivery Solution™
 for Servers

**ABOUT
 ROCKWELL AUTOMATION**

Rockwell Automation, headquartered in Milwaukee, Wisconsin, is a world-leading provider of industrial automation power, control and information solutions that help customers meet their manufacturing productivity objectives. The company brings together leading brands in industrial automation for Complete Automation® solutions, including Allen Bradley controls and engineered services plus Rockwell Software factory management software, Dodge® mechanical power transmission products, and Reliance Electric® motors and drives. The company, which posted \$4.1 billion in annual sales in 2003, employs about 20,000 people who serve customers in more than 80 countries.
 (www.ra.rockwell.com)

ROCKWELL AUTOMATION CUTS MIGRATION TIME BY 75% AND SAVES THOUSANDS OF HOURS PER YEAR BY AUTOMATING TASKS WITH ALTIRIS

THE CHALLENGE

- > Reduce migration time for 20,000 PCs.
- > Gather real-time inventory data and significantly reduce the time it takes to do inventory, as well as the time it takes to roll out new applications.
- > Implement a solution that will automate the management of server hardware and software.
- > Improve the delivery, management and support of software packages.

THE BUSINESS VALUES

- > Deployment Solution allows Rockwell Automation to migrate a PC across the network in less than one hour, versus four hours or more manually.
- > Inventory Solution generates a detailed, accurate, real-time inventory of every PC on Rockwell Automation's network in less than two hours. Software Delivery Solution rolled out a new application to one of Rockwell Automation's companies in less than two days versus several weeks for a manual roll out.
- > Inventory Solution for Servers and Software Delivery Solution for Servers automate the management of Rockwell Automation's servers, saving time and improving performance and control.
- > By standardizing each software package, as well as the way they are delivered and installed, Wise Package Studio provides uniformity, making it easy to manage and support the applications.

ROCKWELL AUTOMATION'S STORY

Rockwell Automation has more than 8,000 Dell laptops, 12,000 Dell desktops, and 1,500 servers spread around the globe. Until recently, the company's Information Technology (IT) Department managed each machine by hand. "It was a never-ending task, and we never caught up," said Jim Harings, global administration analyst in the Rockwell Automation Milwaukee Data Center. "We had few or no reporting capabilities, kept inventory in a manual database, and loaded software from CDs. Some tools came bundled with the operating systems (OSs), but they were not much help. We needed to find a high-performance, feature-rich automated solution in order to stay ahead of the game."

After researching the leading IT systems management solutions on the market, Rockwell Automation chose Altiris Client Management Suite and Altiris Server Management Suite as its companywide standards. "Both suites provide all the tools we need and more," said Jack Riddle, global administration analyst in the Rockwell Automation Cleveland Data Center. "We installed Client Management Suite first. After seeing how easy it was to use and the time and money it saved us managing our PC clients, we didn't hesitate to take the next step and implement Server Management Suite. In addition, we like the way that Altiris works on our Dell PCs. We've been a Dell shop for four years now. Like Altiris, Dell has become a trusted partner."

MIGRATION TIME REDUCED 75 PERCENT

Client Management Suite's Deployment Solution saved the Rockwell Automation IT staff thousands of hours when the company migrated to Windows 2000. The Microsoft migration tool bundled with the operating system was of little use because it could not reimage machines or perform real-time deployments. "In previous migrations, which we did manually," explained Harings, "it took a minimum of four hours to migrate each PC and that did not include the travel time of the technician. And no matter how thorough and careful the technicians were, not every PC was configured the exact same way.

With Deployment Solution, we did a virtually hands-free Windows 2000 migration across the network. It took less than one hour per machine, one-fourth the manual time, and that included upgrading other software at the same time plus migrating to Active Directory. And with Deployment Solution, the same standard process is used to migrate each machine, which provides consistency and predictability across the network. Also, Altiris performs multiple tasks at once like saving data, imaging machines, and pushing software. Other products can do one or maybe two tasks at once, but that's it. So instead of having to implement several products that weren't designed to work together to manage our migration, we only need Altiris."



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.

REAL-TIME INVENTORY OF 20,000 PCS IN TWO HOURS

Taking a manual inventory of the hardware and software on 20,000 PCs located around the world was, literally, an impossible task. By the time technicians and end users sent the information to the Milwaukee Data Center, where it was then entered by hand into a central database, the data was usually out of date. "It used to take months to perform an inventory," said Riddle, "which is why we didn't do them very often. Human error affected the accuracy of the list too. It wasn't uncommon for someone to install a new version of software on his machine and forget to tell us so we could update the database. With Altiris Inventory Solution, we can generate a detailed, accurate, real-time inventory of every PC on our network in less than two hours. Besides requiring no human intervention and, therefore, saving hundreds of staff hours, Inventory Solution helps us to save money by monitoring our licenses so we stay in compliance and don't purchase more than we need."

Altiris Software Delivery Solution also saves the company hundreds of hours each year by pushing new applications over the network instead of requiring them to be installed by hand from CDs. "We use Altiris Software Delivery Solution extensively," noted Harings. "It saves us time, effort and allows us to standardize our software offerings. Best of all, we can roll out a new application to one of our companies in 24 to 48 hours. Before that, it took weeks. And Altiris creates reports that confirm the software was installed successfully, and if not, pinpoints which machines had problems so we can follow up immediately. With Altiris, we're in complete control and are never guessing or waiting for a problem to spring up unexpectedly."

ALTIRIS SERVER MANAGEMENT SUITE

Inventory Solution for Servers and Software Delivery Solution for Servers provide the same performance, control, and time savings when managing Rockwell Automation's servers, that Inventory Solution and Software Delivery Solution provide for its clients. "Server Management Suite and Client Management Suite have nearly identical interfaces," said Harings, "so there's no learning curve or problem switching from one to the other. Software Delivery Solution for Servers allows us

to, again, standardize the software on each server and install it over the network instead of visiting each machine and doing it by hand. Inventory Solution for Servers lets us audit the server applications so we can keep them up-to-date, make sure they have the latest patches, and prevent people from installing unauthorized software. Doing a manual inventory of 1,500 servers was frustrating because the data was never complete or accurate. Now with Altiris, like on the client side, we can produce detailed inventory lists in less than two hours. Before, we used to dread doing inventories. Now we do them once a week, which helps us to accurately plan and forecast budgets."

ALTIRIS WISE PACKAGE STUDIO

Rockwell Automation has hundreds of software applications on its PCs and servers and is constantly pushing out new packages. Before Altiris, troubleshooting these applications was sometimes a problem because they could not track down the person who created them to provide support. "Before we started using Wise Package Studio," said Riddle, "we did not have a standard packaging method. Now, Wise Package Studio allows us to put an application's source files and installation media into one package and make modifications to fit our environment. It also allows us to preconfigure only the options that we want, eliminating human error during installation. So with Altiris, we can standardize the software package plus the delivery and installation processes. Everything is uniform and, therefore, easy to manage and support. Before, when installing packages manually, technicians sometimes selected different options or made mistakes. The installation instructions they used were up to seven pages long. Now, thanks to Altiris, there are no instructions because everything is configured using Wise Package Studio. And if something in the target system doesn't meet the requirements, the installation will abort and Altiris will send a report explaining why it failed. Altiris takes the guesswork out of application deployment, and it has become a critical part of our control environment. We have had such a high success rate with Altiris that when we say we're going to use Altiris to do something, people take it for granted that it's going to work perfectly."



altiris[®]
intuitive > manageability

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