

# Success Story

# Financial Services Company



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One of the world's leading financial services companies recognizes its growing mobile workforce of investment advisors, sales professionals and other valuable contributors as key to its success. These off-site professionals provide the financial services giant a variety of critical business services from remote locations around the nation. Whether working from home or on the road, these remote users require the latest software, properly configured notebooks and laptops, and the most responsive support available to help ensure their ongoing productivity and effectiveness.

## **The Problem**

To manage these remote systems, the company's IT staff was using a popular LAN-based solution. While this solution was highly effective for desktop users, it could not address the unique requirements of the company's mobile community. For example, because these mobile users traditionally connected over slow and unreliable dialup links, it was nearly impossible to complete a software download before a connection was terminated. Then, IT had no choice but to re-start the download and begin again. The company also tried distributing software packages on media such as CDs but could never be sure if the updates were actually installed upon arrival. The result? Software conflicts, inoperable systems, downtime and escalating support demands.

Further complicating these management issues were inventory challenges. Again, the LAN-based tool was ideal for taking a monthly inventory of desktop systems, but pulling that information from occasionally connected remote notebooks over low-speed connections was hit-and-miss at best. The result? Out-of-reach systems that were difficult to track, troubleshoot, control, and support, and productivity strains on key personnel.

Consequently, the company began looking for a management tool geared especially for mobile users. They focused their search on a management platform that would not only perform all of the most critical and complex tasks required to maintain an effective mobile workforce that used slow dialup links, but that also was easy and quick to install.



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## The Solution

After evaluating several products, the company selected Mobile Automation 2000, from Mobile Automation. "Mobile Automation 2000 solved all of our distribution and asset management issues," says the company's systems manager. "And it was very easy to install. It required just one server and was installed directly from a CD. A day or two later, the installation and configuration was complete and Mobile Automation was up and running."

Distributing software to remote users is simple with Mobile Automation, he explains. "Mobile Automation is very effective for software distribution over slow dialup lines." "If a connection is terminated during a download, Mobile Automation's checkpoint restart capability simply picks up where the download left off the next time the user is online. As a result, IT is sure each update is properly installed and users are sure their systems have the most current software available."

"In addition, before Mobile Automation, it could take hours to actually receive an update if a package needed to execute over a slow link. Mobile Automation, however, executes offline, disconnected from the network, thereby obviating such long waits. Whether we're distributing updated virus signatures or patches to business software, Mobile Automation makes sure each package is installed and even tracks its progress, enabling us to have a clearer picture of the status of every system."

"With Mobile Automation, inventory management is no longer hit-and-miss," the systems manager continues. "Mobile Automation gathers all software and hardware inventory information every time that mobile system connects to the network. We don't need to send a request to get an update and we don't need to schedule anything; the machine simply reports an update every time it gets on the network. As a result, our IT department not only knows who has which system, but they also know the details of what is on each system."

This inventory management capability combines with Mobile Automation's LiveSupport feature to provide the most responsive support possible. "It is a great help to our IT staff to have an accurate inventory of every system they support. With Mobile Automation's remote control feature, we no longer have to rely on end-users to describe how their notebook computers are configured; now, an administrator can easily pull up the web administrator console and get that information directly from the system itself, while the user is on the phone. A growing number of our support staff are using this remote control component to provide live support to users, regardless of their location."

The benefits of using Mobile Automation are clear to the company's IT staff. End-users have the right software at the right time, IT has better control over the company's IT assets, and the helpdesk can get systems back online in record time. But the most profound benefit of using Mobile Automation is the increased productivity of end users, IT administrators and the helpdesk. "The productivity gains alone make Mobile Automation a sound investment for us," says the company's systems manager.

"We selected Mobile Automation for its software distribution and asset management features as well as for its ease of installation," he concludes. "Other products we looked at simply could not provide the maintenance capabilities we needed over the dialup lines typically used by our mobile professionals."

"Now, a year after its installation," he says, "we remain very happy with the performance of Mobile Automation as it continues to address our critical mobile management needs."