

Edith Cowan University

- ▶ ManageSoft helps Western Australia's largest university to automate the deployment of Windows 2000/XP and manage its software on thousands of PCs



www.ecu.edu.au

Edith Cowan University (ECU) is one of Australia's oldest universities. ECU uses ManageSoft to automatically migrate operating systems, and seamlessly manage over 130 applications on desktops and laptops across its campuses. This ITIL best practice solution has significantly improved IT service delivery and reduced ECU's IT costs.

ECU

One of Australia's oldest and most forward thinking institutions for higher education, Edith Cowan University (ECU) has around 2000 staff, with 23,000 students undertaking study in over 160 courses at both undergraduate and postgraduate levels. The university has four campuses located across Western Australia — Bunbury, Churchlands, Claremont, and Joondalup.

The challenge for ECU

“A typical day is dealing with lots of customers who want lots of support very, very quickly. We look after computers for students in various labs throughout four University campuses. There are always many users on these computers, and there are always many issues happening on a day-to-day basis. The lab team are very busy keeping those running 24x7 for the students. Migrating to a new operating system threatened to be a very tedious and time-consuming task if done manually. We wanted a solution that could automate this process.”

- Mark Ridge,
Manager - IT Support Services

“Being a University, we are very resource-tight. We initially selected another product, which we thought was the cheapest, and most cost-efficient product. We tried to package up the software, we tried to deploy it, and we tried to use it in our testing environment. Unfortunately, we soon realized that with a number of issues such as byte level differencing; compression of the software; and being able to package complex applications, we really needed to find an alternative.”

- David Sizer,
Manager - SOE Rollout



“I have no hesitation in recommending ManageSoft, based purely on the efficiencies that we have gained in using the product.”

- Mark Ridge,
Manager - IT Support Services,
Edith Cowan University

ECU's ManageSoft implementation:

- ▶ Provides ITIL-compliant software management
- ▶ Provides seamless Windows migration
- ▶ Provides better licence management capabilities
- ▶ Protects against virus threats by efficiently distributing patches

Customer Success Story



www.ecu.edu.au

“With ManageSoft we see ourselves as an innovator in the way we deliver applications to our students and staff.”

Mark Ridge
Manager - IT Support Services
Edith Cowan University

The ManageSoft solution

“We did some research and identified eight products. One product stood out from the rest, that was ManageSoft. From a technical perspective there were a number of criteria that stood out for us including byte-level differencing, server failover, ease of use in terms of packaging, and the integration that the processes of using ManageSoft have with the ITIL framework. One of the things that stood out with ManageSoft was the fact that we didn't have to go and purchase new equipment. We could use the existing infrastructure, the existing file and print servers as distribution servers. In terms of the implementation we are very pleased, it took approximately a week and a half.”

- David Sizer,
Manager - SOE Rollout

“One of the main reasons we selected ManageSoft was because of ITIL. ITIL is a framework of best practice within IT, and that is fundamentally important to us. We are rolling 2,000 desktop and laptop computers out to staff and to student laboratories, using ManageSoft. Staff can actually get their desktop, and any software changes don't require somebody coming back to their desktop. That is fantastic for our staff because they are not running backwards and forwards just to install one application.”

- Mark Ridge,
Manager - IT Support Services

“We use ManageSoft for full cycle software management. We distribute operating systems, we support two different platforms, we support laptops and desktops. Another benefit of ManageSoft is self-healing. This is a key element of software management, not only distribution, but the management of software on the client machines. If a file is corrupt or accidentally removed ManageSoft automatically repairs the file.”

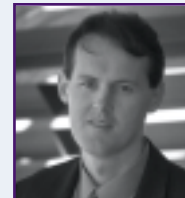
- Valentin Evtimov,
Senior IT Project Manager

The ECU result



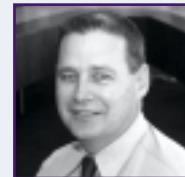
Valentin Evtimov,
Senior IT Project
Officer.

“Our customers are very pleased with the simplicity of the software distribution we provide with ManageSoft. They call the help desk to request a new application and within 5 minutes they have the software on their desktop.”



David Sizer,
ECU Project
Manager.

“With ManageSoft we now have the information we need on hand so we can better manage our fleet in terms of desktop support. The innovation that ManageSoft brings to ECU is very important to our future.”



Mark Ridge,
Manager - IT
Support Services.

“Using ManageSoft in this major rollout has helped us immensely and made the process much more efficient. I have no hesitation in recommending ManageSoft.”

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Learn more about the ECU success story

To learn more about ECU's successful implementation of ManageSoft, visit www.managesoft.com/ecu and watch live interviews with ECU, esteemed winner of the ManageSoft IT Hero Award.

