

Background

Gottwald Port Technology GmbH is a member of Demag Holding in Luxembourg, with its head office in Düsseldorf, Germany. The company employs a staff of approximately 750 and in the 2004/2005 fiscal year (as at 30 September), Gottwald Port Technology recorded a turnover of €237m, the highest in the company's nearly 100-year history.

Gottwald Port Technology provides its customers in the field of port technology and logistics with a broad range of products and services. Under the "Gottwald" brand name, the company has been supplying Mobile Harbour Cranes with lifting capacities of up to 200 tonnes for loading and unloading ships of all categories for almost 5 decades. Sales of some 1000 Mobile Harbour Cranes to more than 70 countries worldwide have made Gottwald Port Technology the world market leader in this segment of the market.

With an increasing number of desktops and demands to provide new users with a productive workplace from their first day with the company, Mr Matthias Röhre, IT Manager, needed to find the best solution to centrally manage over 500 workstation PC's.

Case Study | Gottwald Port Technology

According to IT Manager Matthias Röhre, " (With Desktop Authority), we have seen a dramatic decrease in help desk calls from our users. We received immediate return on our investment due to the decrease in calls as well as time saved in resolving network and server issues".

The Challenge: Managing an Increasing Number of Desktops

As IT Manager, Mr Röhre is responsible for the Active Directory layout and administration, Security, Exchange 2003 and other Windows servers, both physical and virtual. He was looking for a solution that would enable him to provide a productive workplace immediately for new users that was both

secure and quick to deploy. Having looked in the market at available solutions Mr Röhre discovered Desktop Authority®, a desktop management solution available from Dr Morawietz, a ScriptLogic premier partner in Germany, and engaged with them on testing this product.

The Solution: Providing a Productive Workplace Immediately

"We noticed a difference in our network right after deployment," said Mr Röhre. Using Desktop Authority to centrally configure printer connections and e-mail profiles allowed Mr Röhre to deploy new workstations and get users working very quickly. In addition, Desktop Authority's management of security policies and registry keys were used to increase security and lock down user desktops.

As Gottwald grows, they have many people that continually move between departments and between different locations at their headquarters. Using

Desktop Authority, Mr Röhre was able to create dynamic configurations so that users are automatically given access to appropriate file and printer resources depending upon their location, their group membership, or their location in Active Directory Organizational Units.

His users particularly appreciated always having access to the correct printer, automated e-mail configuration no matter which computer they logon to, and the easily understandable text labels given to file server resources in Windows Explorer.

The Benefits: Flexibility in Providing Security and Quick Deployment

Mr Röhre commented that he has seen considerable benefits from deploying Desktop Authority, "We have seen a dramatic decrease in help desk calls from our users. We received immediate return on our investment

due to the decrease in calls as well as time saved in resolving network and server issues."

For information about Gottwald, please visit www.gottwald.com

About ScriptLogic

ScriptLogic Corporation is a worldwide leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. With more than

15,700 customer installations that include more than 3.7 million desktops and 91,000 servers, ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

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