

Background

S&N (London Stock Exchange: SCTN.L) is one of the world's leading beverage companies, with strong positions in 15 countries including leadership in the UK, France and Russia. In the last 20 years, S&N has expanded significantly from its home base to become a major international business with beer volumes growing almost tenfold.

Ben Watson, Distributed Server Team Leader at S&N, is responsible for 15,000 users across 15 international locations and required a cohesive, flexible solution for managing all of those users' Windows desktops and also a solution for managing a consolidated Active Directory environment that spanned all locations.

Mr. Watson researched the available solutions in the market and, after due diligence and pilot testing, selected Active Administrator and Desktop Authority from ScriptLogic Corporation to provide the management tools required to centrally, and transparently, manage Windows desktops and Active Directory whilst adhering to corporate governance guidelines.

“After evaluating several competing products in the market, we selected ScriptLogic’s Desktop Authority and Active Administrator because they met our requirements,” said Ben Watson, Distributed Server Team Leader at Scottish & Newcastle. “The solutions are very easy-to-use and offer enterprise organisations, such as ours, complete control of Windows desktop configurations and the Active Directory environment.”

The Challenge: Active Directory and Desktop Management

With a small, dedicated team, Mr. Watson realised the task of creating and managing a consolidated Active Directory environment for the whole business would be impossible using the standard tools and his limited resources. Furthermore, with 15 operations across the globe dependent on Windows servers and desktops to keep production running smoothly, it was essential that the project to create a unified Active Directory infrastructure was a success.

From a risk mitigation view point, it was essential to be able to “undo” any change, intended or otherwise, in Active Directory, and recover everything to its previous state without disruption to the business. From a security point of view, Mr. Watson wanted to achieve consistent assignment of privilege levels across all levels of user and administrator.

In addition, Mr. Watson was also looking for central management of Windows desktop configurations – printer and file server connections, application shortcuts and desktop security. With roaming users moving between locations he needed a solution that could intelligently customize a user's desktop based on their location. Each part of the business had previously used customised, hand-coded logon scripts to achieve the desired result, but maintaining these scripts was proving time consuming and required “home bred” knowledge and expertise, leaving the organisation exposed when that expertise left the company.

The Solution: Active Administrator and Desktop Authority - Software That Provides Robust, Enterprise Class Management, and Increases Productivity Across the Business

Having reviewed alternative solutions in the market, Mr. Watson chose ScriptLogic's Active Administrator and Desktop Authority to deliver on his requirements.

Active Administrator delivers the following key functions for S&N:

- The ability to delegate permissions consistently via a security-focused interface utilising Active Administrator's "Active Template" technology
- Enforce role-based security delegations and privileges when permissions are changed outside of Active Administrator using Active Template's self-healing feature
- Central audit and report of all Active Directory management tasks
- Backup and Restore of Active Directory down to the attribute level

Desktop Authority delivers the following key functions for S&N:

- The ability to configure every aspect of the user's desktop including printers, file server connections, user preferences, the Windows Firewall, mail profiles, application settings and more
- Unlimited control over which desktops receive each configuration setting based on a wide range of criteria, including location (site, subnet, IP address), Operating System, machine class, connection type, OUs and Group memberships
- Hardware and Software Inventory - extensive listing of detailed hardware configurations and applications installed on each Windows desktop
- Remote Management - remote control and individual user desktop assistance with or without interrupting the user

The Benefits

The combination of Desktop Authority and Active Administrator has given Scottish & Newcastle centralised, comprehensive control over Windows desktops in 15 locations, and has enabled them to manage a

consolidated Active Directory infrastructure with limited resources and manpower.

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. More than

19,000 customers use ScriptLogic solutions to manage approximately 4.7 million desktops and 100,000 servers. ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida. Reach ScriptLogic at +44(0)1344 872220 or on the Web at www.scriptlogic.com.

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