

Background

One of the largest wireless services providers in the United States dedicates itself to providing wireless technology designed to enrich the lives of its more than 24 million voice and data customers. Providing cellular/PCS service in 43 of the top 50 markets nationwide, it also provides corporate e-mail and other advanced data services through its GPRS, EDGE, and Mobitex packet data networks.

The company's vision for its internal systems mirrors its vision for customers: simplify. For its customers, simplification means offering easy-to-understand, affordable rate plans and excellent customer service. For its IT department, it means simplifying systems maintenance across its vast data centers with software from ScriptLogic.

How important is it to save time and free up resources when you're one of the largest wireless companies in the U.S.? You could say that wireless is all about simplification, so it comes as little surprise that at the company's California call center, they made simplifying IT a priority

The Challenge: Complicated Solutions to Complicated Systems Issues

IT department heads needed to find a way to make troubleshooting easier for the more than 1200 PCs that its department supports at the California call center facility. They were overwhelmed with the multitude of different applications they needed to use to keep the PCs running and up-to-date. When problems cropped-up, the first order of business was always to figure out which program was causing the problem. When a new supervisor was appointed to oversee IT for desktop systems, he

found that they were using a lot of broken tools and which required too many man-hours to get things done efficiently. For example, shortcuts were created in old batch files, Internet favorites via a Microsoft utility and Outlook profiles with a shareware tool. With no centralized way to handle desktop administration tasks it took inordinately long times to set-up and launch anything new. Sneakernet was a regular part of administrators' days.

The Solution: One Tool that Does it All

Fortunately for that new desktop IT supervisor, the decision to purchase ScriptLogic's Desktop Authority solution had already been made when he took on responsibility for the function, so he didn't have to put up with the headaches for too long. Once Desktop Authority was up and running, he put it to work. Over the last two years, he has used Desktop Authority to add icons, set up multiple Outlook profiles, create new configuration INI files, apply Microsoft patches, make proxy changes, update virus definitions – everything – across 1200 desktops. With that many users to service, the job becomes nearly impossible to do well without a tool that allows changes and updates to be made without visiting workstations. Each and every change made in the desktop environment across the entire call center has been via Desktop Authority, and the Desktop IT supervisor claims that it would be nearly impossible to say how much time it has saved him and his staff over the years.

Award-winning Desktop Authority centralizes the multi-function management of Windows-based networks. Its graphical user interface makes desktop management easier by eliminating redundant tasks and streamlining a host of time-consuming activities. With this valuable

application network administrators can manage Windows clients and applications more efficiently, applying settings to a specific computer or user and delivering that configuration for each user every time they logon – no matter if it's the same PC every time, or a different one.

In this wireless provider's call center, the users move from building to building, desktop to desktop. Desktop Authority lets them access their standard, familiar setup as they move around each day. Backgrounds, email set-up, Internet favorites and program access are all set for each individual user. When they log-on, their settings are applied, so they see their workstation, no matter where they are. So, Desktop Authority not only makes the company's IT department more productive, it makes each and every user more productive, too.

Desktop Authority combines the functionality of logon scripting, group policies and user profile management into an intuitive management console without the need to write or debug a single line of code. And, with Desktop Authority, all of the benefits can be performed remotely, so IT staff doesn't have to travel building to building, or come in to

troubleshoot when they're on-call. All they need is Web access to put problem solving at their fingertips.

Desktop management at the California call center is truly streamlined. According to the IT supervisor for desktop systems, they use it for "almost everything," including setting backgrounds, legal notices, mapping

drives for all the various departments, mapping printers, setting all the local security policies, locking down control panels, redirecting favorites and My Documents to network shares, all the start menu icons, their email profiles, Internet home page and proxy settings... a true simplification success.

The Benefits: More Quality in Less Time

The IT supervisor for desktops and his team started seeing improvement almost immediately after installing Desktop Authority. They were quickly able to eliminate old applications that hadn't worked very well, and can now maintain everything from one central location. And the end-users saw the improvements, too – their system configurations began happening faster in the background, and the corruption issues that had users canceling login scripts before Desktop Authority came along were stopped.

Desktop Authority's report feature, introduced with version 5, was an especially big hit with the wireless provider's IT department, too. With it, they can see exactly what each script is doing in one snapshot.

With Desktop Authority, the desktop administrators at this leading wireless provider's California call center launch new applications, push registry .REG files and install programs, deploy Windows updates, Citrix configuration files, Java installers, virus scan updates, applications and updates – across 1200 PCs remotely in a snap. And the machines don't even need to be powered on for IT to work their magic. Updates wait for a user to log-on – when the user logs-in, they get the updates.

The IT department at the California call center has counted on Desktop Authority to deliver, and it has. The power of its logon scripting functionality exceeded their expectations, and they feel they do a better job maintaining desktops, and with fewer resources.

About ScriptLogic

ScriptLogic Corporation is a leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award-winning suite of products helps empower network administrators to proactively save time and resources. With over 13,000 customer installations that include 2.5

million desktops and 75,000 servers, ScriptLogic benefits any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

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