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IT Guru Slashes Workstation Deployment Time by 50% with SmartDeploy® Enterprise

OVERVIEW

Small- to medium-sized businesses across the greater Denver area rely on IT Guru, LLC as their comprehensive outsourced IT department. By partnering with IT Guru, businesses gain optimum performance from their IT infrastructure and a predictable and economical budget for IT support. The company provides desktop-based hardware and software support, server-based hardware and software support, network support and technology management.

IT Guru also serves as an advisor, helping its clients select the right technology to grow with their business. The company's consultative approach and 100 percent satisfaction guarantee has made them a standout among their competitors.

BUSINESS SITUATION

IT Guru continually seeks new ways to leverage technology to enhance service delivery. "We're in the business of efficiency," said Joe Axne, President of IT Guru. "Efficiency gains improve our bottom line and improve productivity for our clients. To that end, we're always on the lookout for new processes and technologies that enhance our client satisfaction."

With Windows system setup times exceeding eight hours, the company saw a prime opportunity to save time and money. "We wanted a way to deploy and maintain servers and desktops in a repeatable, consistent manner," said Axne. "Having a standardized approach helps ensure everything is done right the first time."

SOLUTION

To accelerate IT-Guru's standard deployment process, IT Guru chose to leverage SmartDeploy Enterprise for efficient deployment of Windows operating systems and applications across physical and virtual environments. The product helps organizations simplify migration and deployment to any device with a single image, regardless of manufacturer make or model. "We wanted to be able to deploy across heterogeneous environments," said Axne. "We evaluated numerous solutions, including imaging hardware, but found that the alternative solutions weren't as consistent and sometimes caused driver conflicts. When we saw SmartDeploy Enterprise in action, we knew it was the right solution for us. It provides the standardized processes we need. Plus the drivers are independent from the software, so we can get driver packs for any business-class machine our clients want."

With intuitive wizards and logical packaging of files, the software provides a straightforward way to deploy Windows. Using SmartDeploy Enterprise, company technicians can deploy Windows to any device in any network setting. This approach reduced the total number of system images needed to support disparate hardware platforms and user configurations. Only one master image is needed; technicians capture device drivers and other platform-specific software settings separately

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Organization Size:
10 employees
Organization Profile:
IT Support Partner
Country/Region:
United States
Industry:
High Tech
Business Needs:
Cost-effective image deployment
Solution:
SmartDeploy
Website:
http://www.it-guru.net

through driver packs. This reduces complexity by eliminating the need to inject hardware-related components into master images. Keeping device drivers and hardware support files separate also reduces image volumes and the frequency of image updates.

IT Guru also maintains reference images for each version of Windows its clients are running. Each customer site now has a virtual reference system ready and waiting should there be a need for reimaging. These can be easily converted to Windows files and deployed in a hardware agnostic manner.

BENEFITS

Faster Image Deployment

Since installing SmartDeploy Enterprise, IT Guru has significantly accelerated its response times to clients while reducing costs. The company can get new systems up and running much faster. "We cut Windows deployment time from eight hours to three," said Axne. "This is extremely beneficial, freeing us to focus more time on proactive vs. reactive support."

Straightforward System Maintenance

With centralized management of drivers and hardware-related files, SmartDeploy Enterprise has also come in handy for system maintenance. The software makes it easy to get new workstations up and running, and reimage troublesome workstations swiftly. It's also easier to keep deployed images up to date with less effort. IT Guru's technicians have responded very favorably to the software. "A client recently contacted us with a problem with one of her PCs," said Axne. "Without SmartDeploy Enterprise, it would have taken us all day to resolve the issue. Instead, we were able to get the client back up and running in just a few hours."

A Dedicated Partner

IT Guru has found SmartDeploy to be a dedicated partner. "We're very happy not only with the software but the support we get from SmartDeploy," said Axne. "When we have new machines we can receive full new driver packs quickly. That's a huge benefit to us."

Optimizing clients' IT Assets

"SmartDeploy Enterprise empowers us to keep clients' machines in an optimum state," said Axne. "We now have a reliable, lightweight package that's compatible across our clients' diverse Windows environments. We can package necessary device drivers in far less time. The less time we spend on low-value tasks like image preparation and deployment, the more time we can spend helping our clients gain the most value from their employees, increased productivity. That's a powerful differentiator."

An Impressive Return on Investment

IT Guru also found the cost of ownership of the SmartDeploy solution very attractive. "By using SmartDeploy Enterprise, we save hours of deployment time for each machine," said Axne. "This savings gave us a return on our investment in the software in less than a month."

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