

Hastie Group Ltd

Hastie Group Gains Greater Visibility of IT Estate with FrontRange™ Discovery™

Customer

Hastie Group Ltd

Location

Australia and New Zealand

Industry

Building and Engineering Services

Solution

FrontRange™ Discovery™

Involved Partner

Data #3

Business Benefits realized

- Reduced time to complete audits from months to days
- Greater visibility of entire IT estate
- Ability to track and control all network devices
- Generate reports remotely from different sites
- Greater compliance throughout the organisation
-

Background

The Hastie Group Ltd is the leading provider of essential business services and refrigeration systems in Australia and New Zealand. It also operates in the United Kingdom and the United Arab Emirates.

Hastie Group has grown exponentially over the past few years through a series of acquisitions and mergers, expanding the number of businesses that operate under the Hastie Group brand from 3 in 2004, to 42 in 2008, across the world.

Challenges

Having experienced growth at a phenomenal rate Hastie Group faced a huge challenge to track and control its entire IT estate.

With approximately 180 sites throughout Australia and New Zealand alone, Hastie Group required a means of gaining greater visibility of its network including all computer hardware as well as the company's software assets and licences held for each.

Andrew Lovett, Network Manager at Hastie Group explained, "Following an impromptu audit by Microsoft®, it quickly became apparent that we seriously lacked an efficient means of tracking hardware and software across all major enterprise platforms used throughout the organisation, including Windows®."

When Hastie Group was approached by Microsoft to conduct an audit, it had to use a system based entirely on Excel® spreadsheets, which was laborious and time consuming. They had no immediate way of knowing how many licenses they held for their Microsoft applications and whether they were compliant.

Lovett explained, "We were not prepared for the audit by Microsoft. At the time we ran a tool, which we downloaded free from the Internet on each machine across the entire business. This told us what Microsoft applications we had on each computer. It was by no means a long term solution, rather a quick-fix option we used at the time."

"Ultimately, Discovery allows us (the Network Team) to work more efficiently and more expediently than we did previously. We can justify IT spend by running audits and having a bigger picture view of all IT assets, both hardware and software."

Andrew Lovett,
Network Manager, Hastie Group Ltd Services

The Microsoft audit took Hastie Group approximately 18 months to complete, with additional time dedicated to resolving any issues detected.

Given the fact that Hastie Group was potentially facing large fees associated with under-licensing of software, the company realised it required a more sustainable solution that could garner ongoing visibility and control of the company's network devices.

Lovett remarked, "While the Microsoft audit acted as an impetus for us to track and gain a greater understanding of what our network comprised of, we also wanted to ensure we became fully compliant and held the correct number of licenses for all software. Ultimately, we wanted an easy way to audit all network devices, providing information on the usage and physical location of all hardware and software."

Solution

Following a competitive tender in which Hastie Group reviewed a number of vendors in the marketplace, it opted for an IT audit solution, Discovery by FrontRange Solutions, in 2004.

Discovery is based on hybrid agent technology, ensuring that no matter where in the world IT assets are located, or which platform they are running on, a company can have full visibility of their entire network. Similarly, any new hardware or software added to the network is automatically recognised and added to the asset repository.

Among its core features, Discovery boasts the ability to provide the following: Network Inventory, Software Audit, Project Planning, Multi-platform Support, Lifecycle Management and Location Tracking.

Hastie Group works with FrontRange Platinum Partner, Data#3 to manage IT audits on its behalf using the Discovery solution.

Lovett commented, "As Network Manager of an organisation of this size, it is imperative that my team and I have a full understanding of all IT assets deployed throughout the network. My team, which comprises of 15 full-time staff, needs to ensure all policies are implemented across all our businesses, and most importantly that we are compliant throughout. Working in conjunction with Data #3, Discovery supports us in achieving this 100 per cent."

Hastie Group introduced Discovery Web in 2006, which proved an invaluable tool as the company continued to expand into new markets.

Discovery Web enables companies to conduct audits remotely through its ability to collect audit information across LAN, WAN and Internet connections.

"While each of our individual businesses are supported by their own independent IT teams, which manage operations day-to-day, as part of my remit I need to have visibility of the network across all remote locations. Discovery Web has helped us to do this," Lovett explained.

Benefits realized

Hastie Group has enjoyed a series of benefits since implementing Discovery. Having total exposure to all network devices including the latest information regarding configuration, usage and physical location, the company has been able to make better-informed business decisions within the Network Department. Lovett commented, "If I see that 60 per cent of our network is using Dell® hardware for example, I can make a decision to potentially replace the remaining percentage with the same brand. This often leads to company discounts and can make sense in terms of maintenance, for example."

"By having total visibility across the entire network I can determine which businesses are in need of a particular software upgrade. Being able to monitor each business independently, I can prioritise upgrades more effectively, and efficiently".

"It also takes significantly less time to run a software audit when required. When we look back at the Microsoft audit in comparison to how long it takes to run audits now, we have reduced the time it takes from months to weeks, even days."

Hastie Group has also found the reporting functionality of Discovery a particularly strong feature. "We can generate and tailor reports for a variety of assets throughout the IT estate," added Lovett. "The reports can be as detailed or basic as you want."

"Ultimately, Discovery allows the Network Team to work more efficiently and more expediently than we did previously. We can justify IT spend by running audits and having a bigger picture view of all IT assets, both hardware and software. We can now make more informed decisions about our investment in IT and hopefully avoid any unnecessary fees through external audits where we are under-licensed on a specific software."

About FrontRange Solutions

FrontRange Solutions develops software and services that growing mid-size firms and distributed enterprises rely on every day to build great customer relationships and deliver high-quality customer service. The company applies a unique combination of innovation and automation with a standards-based approach to simplify core business processes, including: IT service management; customer relationship and sales force management; and PC lifecycle management. More than 150,000 customers use FrontRange offerings to quickly improve their interactions with external and internal clients and achieve better business results. For more information, contact your local FrontRange office or visit www.frontrange.com

MORE INFORMATION

FrontRange Solutions Inc.

Corporate Headquarters
5675 Gibraltar Drive
Pleasanton, CA 94588, USA
TEL.: 800.776.7889 and +1 925.398.1800
E-Mail: Sales@frontrange.com
www.frontrange.com

FrontRange Solutions Asia Pacific Pty Ltd

Level 13, 77 Pacific Highway
North Sydney NSW 2060
Australia
TEL.: +61 2 8080 3300
www.frontrange.com.au