

Leeds City Council

Leeds City Council successfully completes Windows XP migration with FrontRange™ Discovery
Discovery now being used to aid ITIL compliance

Customer

Leeds City Council

Location

United Kingdom, Leeds

Industry

Local Government

Solution

FrontRange™ Discovery
12,000 seats, 300+ sites

Involved Partner

ctms

Business Benefits realized

- Best-of-breed audit solution,
- complete network visibility
- Successfully upgraded to Windows XP on-time and on-budget, with further ongoing cost savings

Background

Whilst undergoing a major upgrade of all laptops and PCs to Windows XP, Leeds City Council required information on everything that had been deployed on the network in order to ensure nothing was missed and no money was wasted on unnecessary equipment replacement/upgrade or software licenses. Using FrontRange™ Discovery, Leeds City Council was able to upgrade smoothly and efficiently and is now using Discovery to work towards ITIL compliance, manage software licenses effectively and respond to key performance indicators.

Challenges

Leeds City Council is one of the largest local government bodies in the UK, representing over 750,000 residents and with approximately 12,000 IT users within the organization. When Philip Wright, Configuration Manager at Leeds City Council, was involved in a project to upgrade all PCs and laptops in the Council to Windows XP in 2004, he needed detailed knowledge of all IT assets residing on the network. It was imperative, as this not only ensured that all machines were included in the upgrade but identifying any unused assets also prevented over-licensing and unnecessary expenditure.

With over 300 networked sites over an approximately 750 square mile area a manual audit of all machines and the software deployed on them would have taken months and there was a danger the results would have been out of date before it was even completed. It became apparent that a comprehensive audit solution was needed to streamline the process.

Solution

Leeds City Council already had an audit tool in place but it did not supply all the information it needed in order to successfully undertake the migration. "We wanted a best-of-breed solution we knew would ensure the upgrade progressed as smoothly and efficiently as possible. We chose FrontRange™ Discovery to provide complete visibility of the network and appointed CTMS as support partners," says Wright.

"We wanted a best-of-breed solution we knew would ensure the upgrade progressed as smoothly and efficiently as possible. We chose FrontRange™ Discovery to provide complete visibility of the network,"

Mr. Philip Wright,
Leeds City Council

Benefits

"Installation of FrontRange™ Discovery on our predominantly Novell-based network went without a hitch and we started auditing within 12 hours. The knowledge Discovery provided was invaluable to our upgrade process. It provided visibility of assets we were not previously aware of and as a result enabled us to feel entirely in control of the migration," explains Wright.

By using FrontRange™ Discovery, Wright has been able to compare license purchases against the software deployed to work towards becoming completely compliant. Effective license management prevents the Council overbuying licenses for its portfolio or having illegal software present on its network - either scenario could leave the organisation financially and legally exposed.

The Council has since centralized its software purchasing procedure – previously each department was able to purchase its own software. This centralized model not only protects Leeds City Council from vendor software audits but has enabled considerable cost savings through bulk license purchases.

“The benefits of FrontRange™ Discovery did not end when our upgrade project ended,” continues Wright. “We’re now running a Software Asset Management (SAM) project and working towards ITIL compliance. Being ITIL compliant will allow us to improve efficiency and productivity and I consider FrontRange™ Discovery to be an essential source into our forthcoming Configuration Management Database processes.

“Also, total visibility of what has been deployed on our network has allowed us to respond to key performance indicators that we hadn’t previously been able to see,” Wright says. “Today’s working environment means that we are constantly in a position where we need to justify IT’s worth. FrontRange™ Discovery allows us to deliver ROI and support the Council’s goals and objectives.”

Following the upgrade, Wright was able to gain more benefits from FrontRange™ Discovery. Complete visibility of the IT estate enables Wright to budget and manage software resources in a much more efficient manner. FrontRange™ Discovery tells him where and when software needs to be replaced and allows him to schedule and budget for this replacement.

The Future

Moving forward, Wright intends to extend this centralisation to include hardware assets too. Using FrontRange™ Discovery, Leeds City Council will be able to manage departments’ IT hardware needs according to usage. Discovery will provide Wright with information on any equipment going unused, which can then be reallocated.

“We have an excellent relationship with CTMS and we will continue working with them in the future for our quarterly Centennial Discovery Health Checks. We will also be using CTMS’ consultancy service on an ongoing basis while we’re working through our Software Asset Management project,” says Wright.

“ITIL compliance is a priority for us and is where we will focus our attention over the coming months. The benefits of effective IT governance are numerous. It will allow us to cut IT spend, measure the value that IT brings to the Council and ensure compliance with industry regulations and we see FrontRange™ Discovery as key to ensuring we reach that goal as quickly and cost-effectively as possible.”

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

Wind River House
10 Viscount Way Swindon, SN3 4TN
United Kingdom
Phone: +44 (0) 17 93 83 62 00
Fax: +44 (0) 17 93 83 62 01

Partner

ctms
1 Windsor Square
Silver Street
Reading, Berkshire
RG1 2TH, United Kingdom
T: 0845 130 4544
E: info@ctms-uk.com

