

City of Ulm

The City of Ulm turns to Enteo v6 to rollout Windows Vista and applications on all clients with minimal effort and high degree of reliability

CUSTOMER PROFILE

INDUSTRY

Administration

CHALLENGE

- Standardization and modernization of the entire IT environment (software and hardware)
- Highly automated distribution of Microsoft Windows Vista applications and operating systems
- Distribution of standard software and professional -applications

SOLUTION

- Participation in Enteo v6 beta test
- Use of Enteo v6 NetInstall, Enteo v6 Inventory, and Enteo v6 OS Deployment
- Close collaboration with FrontRange during implementation process
- Modernization of hardware landscape using Enteo v6

RESULT

- Migration of entire IT environment to Microsoft Windows Vista by mid 2008
- Automatic assignment of applications with Enteo OS Deployment minimizes administrative effort
- Script capability of Enteo v6 enables distribution of standard software and professional applications, some of which have complex installation processes

The City of Ulm IT department is the central IT service provider for all city institutions and their employees – ranging from the offices of the mayor and the urban planning department to educational institutions and the local cemetery. Only Internet access and network infrastructure support are supplied by external service providers. Otherwise, the ZS/T Department is responsible for the trouble-free technical IT operations at all 48 administrative locations and the additional connections to approximately 50 schools and kindergartens. One of the main tasks of the IT Department is to provide the necessary hardware and software. Support is provided for approximately 1, 300 clients and 40 servers.

Because the locations are scattered across the entire city, Ulm decided to opt for centralized application distribution early on. For reasons of time and cost savings, Enteo NetInstall was used to provide applications in 1999 for the then very manageable number of 100 PCs. The decision to stop using the aging mainframe and terminals was the catalyst for a large-scale client rollout.

Tobias Reizner, System Administrator for the City of Ulm, recalls: "Several hundred clients had to be rolled out in a relatively short period of time without interruptions in work. Because of our favorable experience with Enteo, there was no question for us that this

would be possible only with centralized IT lifecycle management."

Although initially only the applications were distributed using Enteo NetInstall and operating systems were imported using images, the IT Department soon began using Enteo OSD (Operating System Deployment) for the complete installation. The performance and functionality of this solution were compelling. This therefore convinced Tobias Reizner and Andreas Specht, who is also a system administrator for the City of Ulm, to tackle the next project in 2006 using Enteo solutions. That project was the rollout of Microsoft Windows Vista to almost every system in the City of Ulm. Because it offered extensive support for the new operating system, the deci-

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sion was made to use Enteo v6, the new generation of IT lifecycle management solutions from Enteo Software GmbH in Filderstadt, Germany.

Behind the migration to Vista was the desire to standardize the IT environment, which until that time included Windows NT4, 2000, and XP. Because Windows Vista technology is significantly different than its predecessors,

the Operating System Deployment has to offer dedicated support for distributing the new system. In particular, the WIM image format used by Windows Vista presents challenges for standard management solutions.

"We were aware that we were charting new territory with the automated roll-out of Windows Vista," explains Andreas Specht. "A large portion of the existing software had reached the end of its lifecycle and needed to be replaced immediately. Within this scenario, we naturally wanted to use an up-to-date operating system in order to drive forward standardization and to guarantee that our infrastructure would be prepared for the future."

Tobias Reizner adds: "The introduction of the new Enteo v6 with Vista support and our prior experience with Enteo strengthened our belief that it would be possible to highly automate the distribution of Vista applications and OS at the current time. The successful outcome has shown that we were right." In order to build up as much know-how as possible before the project commenced, and to maintain the tight deadlines for Vista migration, the decision was made to participate in the Enteo v6 beta test. Tobias Reizner and Andreas Specht had only good things to report

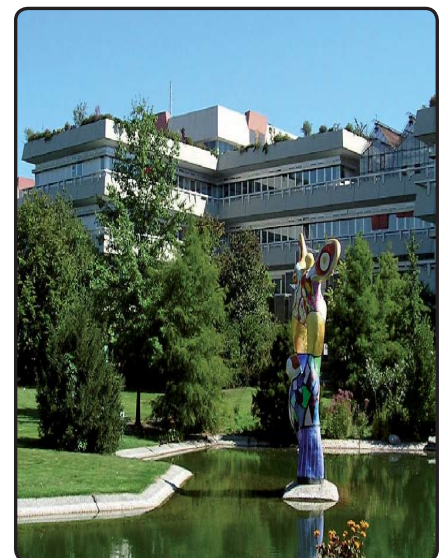
about the support of Enteo Software during this phase: "Enteo was at our side during the setting of important milestones – on a daily basis – with staff available on site. The communication was completely smooth. The collaboration also continued to be excellent after the beta phase during the implementation of Enteo v6, such that we were able to get a technical solution for our questions within minutes."

By January 2007 the implementation of Enteo v6 was essentially complete and the City of Ulm could commence with its Vista migration. Currently, 450 computers have been installed with Enteo v6. By the middle of next year, practically every computer with few exceptions will be converted to Vista. Before the process began, all computers were reliably inventoried with Enteo v6 Inventory in order to identify those that did not meet the hardware requirements for Vista. Targeted upgrades, for example dealing with memory capacity, made these computers capable of accommodating Vista. This allowed the project to optimize its costs, since information from the inventory process made it possible to check and modernize only the relevant systems.

"If we set up ten computers simultaneously over a single line using Enteo v6, Vista will have been installed on all the systems within 25 minutes. After another 25 minutes, the standard application package is available for use. These kinds of results make us very happy," explains Andreas Specht. If a new computer is added to the system using Enteo OS Deployment, the name is entered and applications are assigned automatically using groups.

Tobias Reizner adds: "Because we equip new PCs completely with Enteo v6, the only work we have left is to connect the cables."

"Enteo v6 has totally fulfilled all our expectations. Today we are one of the first city councils with the capacity to introduce Windows Vista and applications to all clients with minimal effort and a high degree of reliability."





Complex tasks such as packaging software and operating systems for distribution are significantly simplified with Enteo v6 wizards. Enteo Software Factory enables the creation of various types of packages – from applications and printers to configurations.

A wizard queries dependencies and sequences for packages and then configures them automatically. Despite the automatic functions, script capabilities make it possible for administrators to make custom changes such as batch calls and pauses – a quality Tobias Reizner and Andreas Specht find particularly valuable. “For the City of Ulm a number of professional applications needed to be distributed. Right now, for example, we’re dealing with software for biometric passport applications,” explains Specht. “These applications often involve complex installation processes, but integration and distribution can still be executed reliably.”

Thanks to the policy-based management of Enteo v6, the desired status (e.g. patch status) is defined only once. Implementation and control is then handled for the entire administration using IT lifecycle management. IT administrators no longer have to keep dealing with the many routine cases, and can just focus on the few exceptions. The user interface with its clear display (using traffic-like signals) allows the compliance status of these exceptions to be identified at a glance.

Conclusion

"Enteo v6 has totally fulfilled our expectations. At present we are one of the first city councils with the capacity to introduce Windows Vista as well as professional and standard applications to all clients with minimal effort and a high degree of reliability. The collaboration with Enteo was exemplary every step of the way," sums up Tobias Reizner. Andreas Specht adds: "Because of the example we have set with our implementation process, colleagues across the country have expressed interest in our solution. Because of the experience we gained, we are able to justify a broad range of reasons for recommending Enteo v6."

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 of the world's best-known brands use FrontRange offerings to quickly improve their interactions with external and internal clients and achieve better business results. For more information please visit www.frontrange.com



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