

Background

Case Study | Otis R. Bowen Center

Otis R. Bowen Center is a private not-for-profit mental health center. Committed to providing the highest quality of mental health care services to the people they serve with an extensive professional team of psychologists, psychiatrists, nurses, social workers, therapists and chemical dependency counselors.

In the past decade the Center has grown in size and revenue, requiring the three-man IT department to be as efficient as possible in order to support their 500+ staff. With such a wide geographic dispersion of people, travelling from office to office to handle everyday IT issues was not an option. They needed to find a way to support remote offices, centrally deploy desktop images and ensure that the overall end user desktop experience remained seamless.

“We are able to reduce the number of trips to remote sites ... in some cases we would be travelling as much as 2 days a week, and now we go 2 days PER YEAR! Thanks to Desktop Authority, **99.9% of machine administration can be done remotely.**”

- Joe Van Overberghe, IT Director at Otis R Bowen



The Challenge

Joe Van Overberghe, Director of IT, is responsible for managing day-to-day IT operations spanning 25 different locations for Otis R. Bowen Center. Tasked with setting the direction for corporate IT, Joe and his small staff are faced with the challenges that many healthcare organizations encounter when it comes to desktop management: security, reliability and efficiency.

“We needed a solution that could help us support users spread out all over the state. With only a limited number of staff members, we don’t have the time or money to physically get into the car and drive from location to location to image and set up desktops, deploy applications or handle the more routine user desktop issues.”

The goal at Bowen was to gain granular control of all Windows desktops and applications in order to increase IT efficiency, meet compliance requirements, and enhance user satisfaction. Keeping in mind the importance of a seamless end-user experience, the seemingly simple tasks such as installing software, imaging a machine, mapping printers, tweaking a profile or changing a script needed to be automated. With minimal resources, Joe and team wanted to provide a secure and consistent desktop for users without the headaches of complex scripting or having to physically touch those machines.

The Solution: Desktop Authority, and Desktop Authority Image Center

With Desktop Authority Image Center, Joe and his team can easily provision and re-deploy desktops with centralized control over the capture, customization and deployment of hard disk images. Even when their hardware vendor needs to replace the hard drive, Image Center provides Joe’s team a default image for easier application deployment.

“DA Image Center makes our life a lot easier. Before, we had to maintain multiple images because of different chip sets, but with Image Center, this was no longer an issue.” Joe continued, “With this product in place we can avoid having to manually image or re-image a computer. Now, preparing our corporate standard operating system, configuring network settings, and arming PCs with a basic set of applications is done with a few simple clicks.”

In conjunction with a centralized management tool for imaging, Otis R. Bowen Center needed a solution that gave them the ability to centrally deploy, configure, manage and support Windows desktops spread out across various locations.

“Desktop Authority has helped us with user satisfaction levels—if a user needs a particular configuration, we have an easy way to accomplish tasks such as mapping drives and configuring Outlook profiles.” Joe continues, “And from an IT perspective, we are able to reduce the number of trips to remote sites ... in some cases we would be travelling as much as 2 days a week, and now we go 2 days PER YEAR! Thanks to Desktop Authority, 99.9% of machine administration can be done remotely.”

Virtual Environment

Otis R. Bowen Center uses a hybrid approach to desktop deployment—a mix of physical and terminal environments. And though there are added complexities associated with a terminal services environment, the end user experience at Bowen can remain intact because of Desktop Authority.

“Printer set-up, drive mappings, shortcuts, patches, etc... Desktop Authority can configure all those settings based on the IP address of the terminal server client making it easy to determine which location the client is at. Again, this

makes the user experience seamless—we can easily determine where and what they are logging onto and set up their environment regardless of equipment type.”

Desktop Authority increases efficiency in virtualized environments by centralizing the configuration and deployment of users’ desktops and ensuring users can have an “anytime, anywhere” secure, consistent and functional working environment.

Conclusion

Using Desktop Authority & Desktop Authority Image Center has helped Otis R. Bowen Center support and maintain over 250 desktops throughout the entire lifecycle of each machine. From initial image deployment and desktop configuration to mapping drives and remotely managing end-user issues, these solutions have significantly reduced the amount of time and resources spent on desktop administration.

Joe explains, “The amount of time and *sanity* that is saved with Desktop Authority is astronomical. You just can’t put a dollar amount on peace of mind—and that is what we have with this solution.” Joe continues, “Justifying a product like this was easy. Our company went from 120 employees to 500+ adding only one IT support person, so we had to find ways to make desktop administration SIMPLER—and we did.”

Desktop Authority & DA Image Center Benefits seen by Otis R. Bowen.

- *Eliminates trips to the desktop with remote support capabilities allowing for 99.9% of desktop administration tasks to be done from afar*
- *Images machines from a central console*
- *Reduces amount of time taken to map drives, set-up printers and configure Outlook profiles*

Desktop Authority

The Desktop Authority family of products reduces the cost of managing the Windows desktop and eases the burden of supporting the desktop lifecycle by enabling administrators to proactively control, inventory, secure and support desktops from a central location. This solution provides enterprises with the granular control they need over Windows computers and applications in order to reduce help desk calls, shorten issue resolution, tighten security,

reduce energy costs, restrict the use of removable storage devices, and keep desktops patched and spyware free.

Desktop Authority Image Center reduces the cost and time required to provision and re-deploy desktops and servers by offering simple, centralized control over the capture, customization and deployment of disk images.

About ScriptLogic

ScriptLogic Corporation, a wholly owned subsidiary of Quest Software (Nasdaq: QSFT), is a recognized leader in Microsoft Windows systems and security management. Empowering more than 26,000 customers worldwide with the ability to manage the desktop lifecycle, streamline Active Directory management, secure and protect Windows servers, and ease the burden for Exchange administrators, ScriptLogic’s award winning solution families can benefit small to enterprise-size organizations in any industry. For more information on how you can capitalize on your existing IT investments for **Desktop Management, Active Directory Management, Windows Server Management and Exchange Management**, please contact us. ScriptLogic is headquartered in Boca Raton, Florida, with offices around the world. You can also reach ScriptLogic at (561) 886-2400 or on the Web at <http://www.scriptlogic.com>.