

Background

The Nebraska Air National Guard is a KC-135R Tanker Unit. Its mission is to perform refueling operations on a multitude of active duty, guard and reserves aircraft. And, while its base is in Lincoln Nebraska, the NEANG performs that refueling across the entire United States, all of its territories, and internationally as required.

Readiness and reliability are critical to carrying out the Nebraska Air National Guard's mission effectively, and though the work they do in the sky gets a lot of attention, ground operations keep it all going. Keeping ground systems up-to-date, efficient and secure is easier now that the NEANG has simplified systems maintenance with software from ScriptLogic Corporation.

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The Challenge: Making the Rounds to Update Systems

The Communications Flight is responsible for all of NEANG's voice, video and data communications systems and requirements. With more than 900 users and 600-plus workstations to support, the systems administrators were overwhelmed with just keeping workstations up-to-date. Making changes meant making the rounds, because, according to SMSgt Leo Kreifels, NEANG's Network Manager, "Most of the software installations,

hardware configuration changes and administrative tasks could not be performed remotely using Windows NT's normal login batch files."

Kreifels and his team needed to find a way to make changes to workstation policy and desktop configurations, update hardware drivers, install operating system service packs and vulnerability patches remotely.

The Solution: Software that keeps them at their Desks More

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Award-winning ScriptLogic centralizes the multi-function administration of Windows-based networks. Its graphical user interface makes desktop administration easier by eliminating redundant tasks and streamlining a host of time-consuming activities. With it, network administrators can manage Windows clients and applications more efficiently, applying settings to a specific computer or user and deliver that configuration for each user every time they logon – no matter if it's the same PC every time, or a different one.

"We achieved immediate results with ScriptLogic," said Kreifels, whose team put it to the test as soon as it was up and running. Administrators installed the latest OS service packs and vulnerability patches remotely, established workstation policies and made desktop configuration changes and updated hardware drivers. "One logon scripting tool could be used to meet all users' network resource requirements," said Kreifels. "And, with ScriptLogic version 5.5, we were even able to meet a specific Air Force directive to ensure that a user is logged out of the network after a specified period of inactivity."

ScriptLogic combines the functionality of logon scripting, group policies and user profile management into an intuitive management console without the need to write or debug a single line of code. And, with the new inactivity feature, desktop administrators can logoff, shutdown, restart or even lock a user's desktop.

The Benefits: Happy Administrators, Happy Users

Sgt. Kreifels estimates that 25-50% of network administrators' time has been freed-up for other projects since the Network Control Center installed ScriptLogic, and that makes the network better. In fact, the department's Help Desk has seen an overall reduction in calls of approximately 40% in the year since ScriptLogic was installed. "We are

able to better serve our customers in a more expedient and efficient manner, and that results in improvements in customer satisfaction," asserts Kreifels. "With ScriptLogic, we now have a more efficient, less costly network with improved security."

About ScriptLogic

ScriptLogic Corporation is a leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of products helps empower network administrators to proactively save time and resources. With 10,000 customer installations that include over

2 million desktop installations and 60,000 servers, ScriptLogic benefits any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

Reach ScriptLogic at (561)886-2400 or on the web at www.scriptlogic.com.