

# »» Checking In for Smooth IT Operations



With a history that can be traced back to 1777, InterContinental Hotels Group PLC (IHG) is the world's most global hotel company and the largest based on number of rooms. Across nearly 100 countries and territories, IHG owns a portfolio of well-recognized and respected hospitality brands, including InterContinental Hotels & Resorts, Crowne Plaza Hotels & Resorts, Hotel Indigo, Holiday Inn, Staybridge Suites and Candlewood Suites. When it came to keeping its IT operations running smooth, IHG checked in with LANDesk Software for server and desktop management solutions. In doing so, IHG increased its network availability and produced savings that exceeded AUS \$27,000 (US \$21,000) in as little as six months.

## Invaluable Assurance

A major issue of any geographically disbursed network is finding a method to deploy the growing number of needed security patches in a manner that is not only cost-effective and efficient but fast. For its primary Sydney location and five other offices spread across Australia and New Zealand, IHG found in LANDesk® Patch Manager a patch management solution that met all of its criteria.

“Whether it was a virus outbreak or some other vulnerability, if we couldn't get the proper patches in place fast enough, it would mean downtime for the hotel or some of our offices,” says Luke Doherty, IT manager for IHG in Sydney, Australia. “In the past, our patch deployment process used to stretch over a number of days, requiring numerous engineers at different locations to implement. LANDesk® Patch Manager enables us to roll out patches to all of our computers in a couple of hours using a single engineer. So, LANDesk not only let's us deploy patches faster, it saves us around AUS \$2,200 (US \$1,700) in man-hours per patch.”

According to Doherty, one of the things that makes LANDesk Patch Manager so fast and efficient is its central console. “The console lets us deploy patches remotely so we don't have to send anyone out to a site,” he says. “We can manage the entire patch process from our operations here in Sydney, pushing out updates, rebooting computers and then knowing with a certainty that they'll function properly the next day.”

## Business Need

Efficiently and cost-effectively maintain the computing environment so it remains available to users with as few interruptions as possible.

## Solutions

- LANDesk® Management Suite
- LANDesk® Patch Manager
- LANDesk® Server Manager

## Business Benefits

- Reduce security patch deployment time from one week to a few hours with AUS \$2,200 (US \$1,700) man-hour savings per patch
- Decrease time required to resolve help desk calls as well as the need to send third-party contractors to remote sites, saving AUS \$27,000 (US \$21,000) in just six months
- Rollout new computers quickly and consistently
- Discover and remediate potential server issues before problems arise that result in downtime and productivity losses



“In the past, issues would require spending time on the phone walking users through what they see on the screen. On other occasions it would have been necessary to send out a third-party contractor in that city to resolve issues, and that can be very expensive. In the six months since we deployed the LANDesk® Management Suite, we’ve been able to reduce by half the number of ad-hoc requests for third parties to attend sites, saving us around AUS \$27,000 (US \$21,000).”

LUKE DOHERTY

INTERCONTINENTAL HOTELS GROUP

IT MANAGER

The speed and ease of patch deployment aren’t the only benefits of LANDesk Patch Manager for IHG. If a new “unpatched” computer connects to the network, LANDesk Patch Manager can automatically patch it without any human intervention. LANDesk Patch Manager also allows Doherty to run a report at any time and verify in a few minutes whether or not all of the computers have been properly patched. “In the time that we’ve had LANDesk Patch Manager, we have much greater certainty that we have complete patch coverage,” says Doherty. “That kind of assurance is almost impossible to put a value on.”

### Cutting Costs and Time

In much the same way that LANDesk® Patch Manager eliminates the need for Doherty to send engineers to remote sites for patch management tasks, the remote control component of LANDesk® Management Suite eliminates that same need when technical issues arise at a user’s desktop at IHG’s various locations.

“The remote control aspect of LANDesk Management Suite is fantastic,” Doherty says. “In the past, issues would require spending time on the phone walking users through what they see on the screen. On other occasions it would have been necessary to send out a third-party contractor in that city to resolve issues, and that can be very expensive. In the six months since we deployed the LANDesk Management Suite, we’ve been able to reduce by half the number of ad-hoc requests for third parties to attend sites, saving us around AUS \$27,000 (US \$21,000). I expect that over the next few months, we will be able to further reduce the number of these requests, to the point where LANDesk will enable us to resolve all remote issues.”

LANDesk Management Suite also makes it easier for Doherty and his team to simplify the process of rolling out new computers in a way that leaves IHG with a much more consistent and stable computing environment. “With its PXE boot feature and imaging capabilities, LANDesk Management Suite gives us a huge advantage in rolling out our standard operating environment to new computers,” Doherty says. “It lets us build computers very quickly and gives us a consistent configuration across the board. What used to take about 80 minutes per computer can now be done in 20.”

### Acting Before Problems Strike

In addition to desktop management, Doherty turns to LANDesk Software to help him with server management issues as well. “LANDesk® Server Manager gives us greater insight on how our servers are running and allows us to be more productive,” Doherty says. “It makes it easier for us to ensure application availability and that servers are up and will stay up and running all the time.”

One of the main ways that LANDesk Server Manager gives Doherty the insights he needs is how it consolidates all of his servers’ vital information on an easy-to-view dashboard interface. It also sends him or his team members alerts when server performance or resources fall outside of specified parameters.

"We had a situation recently where one of our servers was running short on memory at particular times during the day," Doherty says. "We received a notification from LANDesk Server Manager that let us take action to add more memory, resolving the issue before it caused application errors or even a server crash. That's what's nice about LANDesk Server Manager, it gives us a predictor of potential problems before they become real issues."

"The LANDesk solution as a whole has saved us considerable time and money," adds Doherty. "It's a multifaceted tool that pulls together all the different components of managing an IT environment from one central location, simplifying our overall management of the network."

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