

Client Management

DX-UNION SIMPLIFIES MIGRATION TO WINDOWS® 7

The Chamber of Industry and Commerce of Wuppertal, Solingen and Remscheid modernised its entire fleet of workstation computers in autumn 2010, introducing Windows® 7 at the same time. The newly implemented client management solution, DX-Union by MATERNA, ensured that the installation and software distribution ran smoothly and efficiently.



In the year 2010 the Chamber of Industry and Commerce was planning a large-scale IT project: all workstation computers were to be renewed and installed with Windows® 7. Shortly after the project launch in summer 2010 its IT specialists were informed that the supplier of the IT management

tool they had been using so far had gone into administration, leaving the program's future up in the air. The project team quickly came to a consensus that the planned IT modernisation should include the introduction of a new IT management tool. After all, a software distribution without the assistance of automation would be extremely time-consuming, overstressing not only the timeline but also the budget.

The nature of the situation meant that the IT team found itself under immense pressure to meet their deadline, with the hardware already having been purchased and Windows® 7 yet to be installed along with all the applications. In their search for an IT management solution they were quickly convinced by MATERNA's DX-Union Management Suite. Thanks to the flexibility of the IT specialists at MATERNA, it was possible to implement DX-Union at the Chamber at short notice so that the modernisation project was able to begin by the end of September 2010.

The first task was to restructure the existing software packages: the composition put together by the previous IT management solution was too complex, requiring additional manual input for the software distribution. Around 50 software packages

were recompiled with the help of the MATERNA specialists. These packages are required by around 100 client PCs at three sites. DX-Union takes care of the software management and asset tracking, among other things. The Chamber also opted for the patch management, DX Robot, and user and resource management modules.

A major advantage of DX-Union is its efficient administration of user-related resources. In other words, DX-Union provides a user with their respective profile which is independent of their workplace and automatically takes care of any changes made. Manfred Scheimann, Head of IT at the Chamber of Commerce in Wuppertal, is pleased with the reduced workload as a result: "If someone changes workplace, either within the department or to another department, as is often the case here, it's really simple with DX-Union."

Installation now considerably faster

However, the advantages of DX-Union go further: the IT Manager is particularly delighted with how little training is required. "Thanks to its standardised administration interface, all IT staff are able to use it confidently after a short briefing." With just four IT staff on the team, extensive IT projects were simply not possible before: to set up a new PC workstation, it would take about two days for the arduous task of installing and configuring the operating system, driver, Windows patches, Office and other software packages by hand. Now every member of the IT staff can allocate the appropriate software packages to the respective clients either immediately or overnight. DX-Union not only takes care of the installation, but also configures the computers and user settings. Whereas until now every task had been carried out manually in a long series of individual steps, DX-Union's distribution function takes care of everything in a single step at the click of a mouse. A new PC workstation can now be set up automatically in just two to three hours. ■