

CASE STUDY



“SCCM Self Service has definitely helped us be more efficient in our operations. We especially appreciate how well connected SCCM Expert is within the Microsoft® Systems Center community. With SCCM Expert well entrenched in that knowledge, we know the products we receive from them reflect industry best practices and direction.”

-ADRIAN GRETEMAN, ENTERPRISE SYSTEMS ADMINISTRATOR, AVNET INC.

SUMMARY

FACTS-AT-A-GLANCE

Client:	Avnet Inc.
Industry:	Distributor electronic components, enterprise computer products, and embedded subsystems
Annual sales:	\$17.95 billion (Fiscal year ending June 28, 2008)
Employees worldwide:	12,000+
No. locations:	300+ worldwide
Using SCCM Self Service since	2006

BENEFITS

SCCM Self Service helped Avnet to:

- Reduce wait-times for end-users for software installations from days to minutes
- Significantly reduce time spent by technical staff on software installations
- Help fulfill strategic mandate to empower employees with self-service tools

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Chances are, the computer you're using right now contains a component from Avnet, Inc. A Fortune 500 company, Avnet is one of the largest distributors of electronic components, enterprise computer products and embedded subsystems in the world, with over 12,000 employees in locations around the globe.

MANUAL PROCESSES SLOWING THEM DOWN

The IT team at Avnet realized that software installations on company computers were taking up time with manual processes, a small but time-consuming task that was adding up. “Employees used to fill out a form to request software, then an IT support person would load the requested software on the machine, either remotely or occasionally with a physical desktop visit,” says Adrian Greteman, Enterprise System Administrator at Avnet.

A self-service application for software installations would help Avnet realize several goals at once: “We wanted to be more efficient, and increase the satisfaction levels of our users,” says

Trevor Jones, IT Manager at Avnet. “We also wanted to increase access to more self-service tools, as part of a strategic mandate to empower our employees.”

The Avnet IT Team evaluated several possibilities for automating their application delivery process, looking at the industry's best-known “shopping cart” solutions and determined that that SCCM Expert's Self Service provided the best value.

“We chose SCCM Self Service because it had more features than the competitive offerings. In particular, we wanted to be able to conduct approvals by Active Directory properties. Only SCCM Self Service had that built-in,” says Adrian.

TAPPING INTO INDUSTRY BEST PRACTICES

The IT team at Avnet soon discovered the availability of such key features was typical of SCCM Expert because of SCCM Expert's extensive involvement in the Microsoft Systems Center community.

"The Microsoft Systems Center community is large, and constantly discussing challenges, opportunities, and creative ways to meet these challenges," says Trevor. "There are so many different ways you can go with a tool like this; it's imperative that developers stay on top of industry discussion and best practices."

"SCCM Expert is well connected to the Microsoft Systems Center community," he continues. "With SCCM Expert well entrenched in that knowledge, we know the products we receive from them reflect industry best practices and direction."

SAVING TIME IN MORE WAYS THAN ONE

Implementation was quick, and all done remotely. "We are very happy with the service we received throughout implementation," says Adrian. "We also appreciated the cost savings of a straightforward implementation that didn't require on-site personnel."

Avnet employees now go to a self-service site to select software applications they require. Applications that don't require a license download immediately to the employee's computer. For those that do require approval, an email is automatically sent to the appropriate people. Once approval is given, installation begins.

Employees across Avnet are delighted with the reduction in wait-times for their applications. "We've been getting very positive feedback. For software that doesn't require approval, it's now a matter of minutes instead of one or two days for our end-users," says Adrian.

Technical staff on the IT team are also benefiting. "It's saving us valuable time," says Mary McDonald, Desktop Services Supervisor at Avnet. "We have significantly reduced desktop visits for

software installations and we no longer have to spend time sending CDs. It's much easier now and by increasing the efficiency around this process our team has more time to focus on our other strategic software initiatives."

DETAILED REPORTING BRINGS STRATEGIC VALUE

SCCM Self Service has also helped Avnet improve processes around software request management. "We run reports on what requests were made with details on who made the requests, who approved them, etc." says Adrian. "We didn't have that level of reporting before."

OUTSTANDING CUSTOMER SERVICE

The IT team at Avnet is pleased with the service they've received from SCCM Expert throughout the over two-year relationship. They especially like the attention to customer feedback SCCM Expert makes it a company policy to prioritize. "SCCM Expert has always been open to ideas and any feature requests we made," says Adrian. "And their customer service is outstanding: they have helped us out after hours when we needed it, and responded quickly to our calls."

That close relationship with the customer shows itself in the product maintenance as well. "I am always amazed by the number of new features we receive every time we get an update," says Adrian.

"We're very impressed by SCCM Self Service, and the company behind it," concludes Trevor. "We're looking forward to our continuing relationship and the high quality of results we're seeing come out of it."

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—ADRIAN GRETEMAN

FOR MORE INFORMATION

For more information on SCCM Expert or how SCCM Expert can help you maximize the capability of your Microsoft's systems management technology, go to sccmexpert.com or contact us at sales@sccmexpert.com or (708) 484-0399.

FREE DEMO

To request a free live demonstration or free trial version, go to sccmexpert.com.



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