

Background

Case Study | South Eastern Sydney and Illawarra Area Health Services

Four years ago, the Illawarra Area Health Service and South Eastern Sydney Area Health Service merged to form one organization called South Eastern Sydney and Illawarra Area Health Service (SESAHS). As one of the biggest health networks in Australia, with a combined workforce of nearly 10,000 employees, it was imperative for SESAHS to seamlessly integrate both its services and operations.

As part of this integration, SESAHS decided to implement a standard way to configure all desktops in order to ensure that a minimal staff, comprised of various skill levels, could handle such an influx of new responsibility. As with many organizations, IT Support at SESAHS is structured with one team dedicated to server management and another to desktop management. However, both teams often have to work together when it comes to user support activities. Managing the login process, deploying desktop software and applying patches, require a group effort since these activities use data stored on domain controllers and other server resources. And if these tasks were performed with scripts or “free” tools, there would be a lengthy change management process at every step. This was becoming too cumbersome to manage.

“From deploying icons, creating settings, rolling out software and troubleshooting from afar—this product has so much more to offer than simply reducing user logon times. I have been doing desktop support since Windows 3.1 and I think Desktop Authority is one of the best products on the market today.”

**Paul Wren, Client Services,
South Eastern Sydney and
Illawarra Area Health Services**



The Challenge

SESAHS needed to find a way to secure, automate and centralize their desktop management process. Identifying a replacement for their large batch file-based using login scripts was the first priority, but as they continued to scope out the underlying operational problems they were having when attempting to manage nearly 10,000 desktops with such a lean staff, they came to find they had even more issues than previously thought. The Desktop Team also realized they needed to be concerned with automating email profile configuration, mapping network drives so roaming users could access file server resources, installing service packs and applications from a central location and managing support requests remotely.

Paul Wren, Client Services at SESAHS explains, “We would constantly be receiving calls from end-users ‘Can you configure my Outlook? I can’t access my personal folders when I move to another computer. I need someone

to help me—but I am not physically at the hospital right now.’ These were all issues we kept hearing and we needed to address them—fast.”

It was not only important that Paul and team could address their employee issues reactively, but they also needed a way to proactively get new users up and running quickly without a lot of manual, time-consuming processes. Additionally, SESAHS had implemented Microsoft Systems Management Server (SMS) to handle much of their needs associated with remote control, patch management, hardware and software inventory and system deployment, and initially only needed to find a solution that could fill the void of automating the login process. “We knew there was some overlap between SMS and Desktop Authority (DA), however, we quickly discovered that Desktop Authority was MORE than just a pretty interface for batch file replacement.”

The Solution

Using Desktop Authority together with SMS has allowed SESAHS to deliver a secure and consistent desktop to nearly 10,000 computers at 17 different hospitals. Desktop Authority allowed the team to replace logon scripts with a simple, powerful graphical interface, to automate configuration processes, report on changes and even remotely support users.

Paul explains, “We especially like the remote management feature. The ability to run commands on a person’s workstation and the user doesn’t even know you are there. Now we can support them, including remotely viewing the

registry for that particular user, and they aren’t interrupted—that is just something you cannot do with built-in or free tools.” Paul also found other important benefits with Desktop Authority. “Security. Automation. Convenience. That’s Desktop Authority. Also, DA gives us the ability to target specific computers, locations, etc. with granular profiles. This means we can put settings in place (such as a screensaver, security restriction or an important company-wide message) from a central location—and only to the computers we specify. That has been a huge and unexpected benefit.”

Steve Jones, Client Services/Desktop Support at SESIAHS also explains his experience with Desktop Authority, “We wanted a graphical interface that allowed any staff member to make changes for a department or individual user, we wanted a product that could help us get new users working quickly, we wanted to get applications, hotfixes and patches deployed as quickly as possible—and we could do all of this with Desktop Authority.”

“The ease of use and that fact that administrators of all skill levels can use this product are the primary reasons we chose Desktop Authority,” said Jones. “The ability to manage desktops remotely, the reduction in the time it

takes to implement changes and standardize the way we configure desktops are the reasons we will *continue* to use Desktop Authority and grow with that product in the future.”

SEZIAHS also owns MSI Studio from ScriptLogic to help them build deployment packages for their workstations. Paul and Steve anticipate acquiring the Desktop Authority USB and Port Security option in the near future so sensitive information accessed from workstations around the network is protected from data theft or malicious activity.

The Benefits of 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 the granular control they need over Windows desktops and applications to increase IT efficiency, meet compliance requirements, and enhance security. It lowers the total cost of desktop ownership for by reducing help desk calls, managing power more efficiently, restricting the use of removable storage, and keeping desktops patched and secured.

SEZIAHS has reaped the rewards of implementing Desktop Authority by centralizing and automating the processes that were at one time, accomplished manually (applying patches, login scripting, configuring Outlook, etc.) and have centralized and automated the process. SESIAHS has seen a definite return on their initial investment, reducing what was once days and weeks of planning and deploying with built-in tools to mere hours with Desktop Authority.

Conclusion

Maximizing user uptime is important to every IT organization, but is critical in a healthcare setting. Desktop Authority has become SESIAHS’s go-to solution for desktop configuration, helping IT ensure that all desktops are task-oriented for users as they roam, that logon times are short, that inactive or unattended computers are protected and that one-on-one remote support is available for users.

For SESIAH, Desktop Authority provides:

- *An automated approach for managing nearly 10,000 desktops*
- *A comprehensive approach for patching, applying hotfixes, deploying applications and configuring outlook*
- *Excellent remote assistance for one-on-one support*
- *Ease of use for administrators of various skill levels*
- *A complementary solution to SMS/SCCM*

“From deploying icons, creating settings, rolling out software and troubleshooting from afar—this product has so much more to offer than simply reducing user logon times,” concludes Paul Wren. “I have been doing desktop support since Windows 3.1 and I think Desktop Authority is one of the best products on the market today.”

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 help desk 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 Incident 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>.