

Background

Case Study | Tech Access

Tech Access Corporation (www.techaccesscorp.com) is a leading information technology professional services firm that acts as an extension of existing client IT resource teams. A key reason Tech Access delivers high quality services that exceed client expectations is the company's close relationships with key technology partners and vendors, whose solutions are regularly implemented to meet client needs.

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The Challenge

Located on Long Island, N.Y., the Health Sciences Library at Stony Brook University serves the educational, clinical and research information needs of the faculty, staff and students in the Health Sciences Center, and the University. The Health Sciences Library supports teaching, research and patient care in six programs: Dental Medicine, Health Technology and Management, Medicine, Nursing, Public Health, and Social Welfare. The Library also supports research and patient care for the University Hospital and the Long Island State Veterans Home.

The HS Library provides the only public, academic, and instructional computing space for the entire University Hospital and Health Sciences complex of buildings. Students as well as hospital residents have individual Windows accounts on the library's network. The library's computing facilities

are used for instruction in a variety of standard desktop applications, like Office XP, administrative and HR tools, like PeopleSoft and Lawson, in information literacy. The Library is also used as a testing facility for web-based final exams.

Access to library workstations is personalized with individual logins. Several different users access the same workstation throughout the day. The Library's network administrators needed a software solution that would allow them to centrally control their workstations and configure desktops for each specific user at sign-on. Additionally, a good portion of Stony Brook desktops operate on a Citrix platform, so the solution provider needed to deliver a product that would complement that environment.

The Solution

Stony Brook University Health Sciences Library hired Tech Access Corporation, a certified Citrix Access Partner with vast experience in the Access Infrastructure marketplace. Tech Access tested ScriptLogic Corporation's desktop management solution, Desktop Authority, to address Stony Brook's need.

The Health Sciences Library at Stony Brook hosted a pilot implementation of Desktop Authority. Account executives from Tech Access worked closely with the Library IT administrators to demonstrate the easy-to-use

Explorer-style management interface and patented Validation Logic technology within Desktop Authority. This solution enables administrators to provide a workstation environment which is customized according to the user, their group memberships, the location of the workstation, and other criteria. Desktop Authority also reduces workstation security risks with features such as automatic screen locks, logoffs due to workstation inactivity, security reminders and management of local administrator passwords.

The Results

IT administrators at Stony Brook University Health Sciences Library immediately benefited from the solution's granular control, intuitive interface for configuring printers, shortcuts, registry settings, the Windows Firewall, folder redirection and mail profiles as well as Internet Explorer and Microsoft Office settings.

Thus far, the immediate results have been tremendous productivity improvements for the System Administrators. Common user settings and troubleshooting that once took hours and days is now being accomplished in minutes. In addition to administrator productivity and bandwidth improvements, the user community has benefited from significantly

faster turn around time for typical user requests. Transparent to the users but critical to the Hospital were the strict security procedures that are being enforced automatically in the background by Desktop Authority.

With Desktop Authority, the IT administrators at the Health Sciences Center Library were able to manage all desktops from a central location with far greater ease. As a result, many additional IT department managers are working with Tech Access to pilot Desktop Authority. With over 5,000 users across the enterprise, it is highly likely that these additional departments will soon be taking a serious look at this and other ScriptLogic technologies.

Key to Success

Tech Access account executives and engineers worked with the IT staff from an early stage to determine the problem they wanted to address, evaluate the IT environment and implement a solution. Tech Access scheduled on-site presentations and demonstrations to fully describe the technologies prior to procurement and implementation. The

implementation at the Health Sciences Center Library was a success based on partnerships Tech Access had with Citrix and ScriptLogic. They were able to pair a desktop management tool with the library's terminal-based workstations to optimize IT administrator control.

About ScriptLogic

ScriptLogic Corporation is a worldwide leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. More than 16,000

customers use ScriptLogic solutions to manage approximately 4 million desktops and 90,000 servers. ScriptLogic solutions benefit 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**.