

Background

Case Study | Cambridge Integrated Services (Australia)

Cambridge Integrated Services specializes in the management of worker's compensation claims. Headquartered in the United States, they are the second largest business processes outsourcing company in the world. Their expertise is extended to workforces around the world including Australia, where they operate as an extension of the Australian government as an agency responsible for handling worker's compensation claims. This status means that it is imperative that government regulations and processes be implemented as it relates to their technological practices.

Craig Gibbons, IT Manager for Cambridge is responsible for managing over 450 desktops and laptops across two offices in Australia. With only three IT administrators for all 450 employees, efficiency is key. Increasing productivity, adhering to strict governmental regulations, sticking to a strict IT budget and supporting employees' IT concerns are challenges that Craig and his team are faced with everyday.



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**Craig Gibbons, IT Manager,
Cambridge Integrated
Services**

The Challenge

In 2002, Cambridge was looking for a comprehensive desktop management solution that could help them with the ongoing desktop challenges they were faced with; mapping networks, launching and delivering applications and controlling basic internet settings. They purchased Desktop Authority in the New Zealand office and it quickly became a company standard. When Gibbons inherited the solution at the Australian office, he was pleased from the beginning: "Desktop Authority did everything we needed. We looked at the alternatives, such as Microsoft's SMS, but the expense and the resources necessary to manage it were out of our budget—both from a cost and manpower perspective." Other challenges Cambridge was faced with included the need to standardize users' Outlook signatures, rollout patches, lockdown USB usage and change file

server mappings. Cambridge needed a practical solution that could address all of these concerns without having to call on multiple vendors or software providers. Granular control over each Windows desktop was another key requirement in order to increase efficiency, secure the network and implement and enforce corporate standards across all machines. Desktop Authority addresses all these challenges head-on, "It's Desktop Authority's ease of management that keeps us coming back. It's so easy to make a change to a network mapping or roll out a new application ... I can easily write a batch file and then get Desktop Authority to launch it when people login or logoff," Gibbons continues, "Desktop Authority is extremely versatile—and that's what we like."

The Solution

Using Desktop Authority has helped Cambridge centralize the delivery of a secure and consistent desktop. Replacing logon scripts with a simple yet powerful graphical interface has made the once daunting task of configuring desktops a more manageable one, "We can even specify desktop configurations by device or by a user or user group in Active Directory," Gibbons explains, "Having that granularity is important and allows us to avoid doing it on our own or having to invest in some other product that would just be overkill." Being a government agency has

also forced Craig and his staff to investigate ways to tighten security on their network. One additional security measure Cambridge took was acquiring Desktop Authority's USB & Port Security add-on module. This solution allows organizations to proactively secure proprietary and sensitive company information by restricting usage of removable storage devices such as USB drives and memory sticks. It gives IT the ability to prohibit, limit and monitor the use of removable storage devices before they can negatively impact the enterprise.

“We needed to ensure that our company’s sensitive data wasn’t walking off somewhere on a USB device or portable disk. We also needed to stop people from bringing in their own software and using CDs to install it ... now we can restrict that,” Gibbons comments, “and since we were both comfortable and familiar with Desktop Authority, we thought the addition of the USB security was a nice fit.” Gibbons explained that there were other products out there that had similar functionality, but the price point and ease of use for the Desktop Authority add-on piece outweighed the competition. The ability to granularly set permissions for certain devices, or for certain roles in the organization made the decision to invest in this solution a very simple one. “ScriptLogic has continued to evolve and move ahead with new products and new ideas..adding the USB security module just shows that they really listen to what matters to IT—and act on it.”

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

Conclusion

Desktop Authority helped Cambridge Integrated Services significantly increased their productivity and standardized the way they configure and secure all 450 of their desktops and laptops by eliminating the need for complex logon scripts, enforcing a company-wide Outlook signature and restricting the use of USB devices. From one graphical intuitive interface, Craig and his team can easily manage the two offices they are responsible for, and ensure that all employees have the necessary applications, security updates, and network mappings they need to perform their

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 24,000 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>.

For Cambridge Integrated Services, Desktop Authority provides:

- *An automated approach for managing desktops*
- *The ability to lockdown removable storage devices and keep company records secure*
- *An automated and standardized Outlook signature used company-wide with information pulled directly from Active Directory*
- *An alternative solution to more costly and complex desktop management tools available from other vendors*

desktops and applications to increase IT efficiency, meet compliance requirements, and enhance security. Reduce the total cost of ownership for desktops by reducing help desk calls, managing power more efficiently, restricting the use of removable storage, and keeping your desktops patched and secured.

job. Down the road, Craig would definitely like to look at how he manages his remote and mobile employees . He realizes that Desktop Authority offers a remote assistance capability that could potentially lower the calls to the help desk for routine desktop management concerns, but for now he is solely concentrating on delivering the best desktop support he can with the most cost effective, easy to deploy desktop solution on the market today.