

## casolute GmbH



### Enabling Complete IT Lifecycle Automation with Altiris Solutions from Symantec

**Too much time needed to resolve incidents. A patchy history of service enquiries. Too much manual intervention. Too little reporting. The issues facing casolute were familiar to many organizations reliant on point solutions to manage IT services and assets. However, a leading German Product Lifecycle Management solutions provider—casolute—is using Altiris® Total Management Suite™ from Symantec™ to deliver complete IT lifecycle automation. The solution provides an integrated service and asset management solution based on a CMDB and allows the effective management of assets, licensing agreements, and SLAs. Following the deployment, casolute has reduced incident response times by 50 percent, increased end-user/customer satisfaction, and reduced operational costs by delivering a single view of data relevant to the charge-back mechanism.**

#### ORGANIZATION PROFILE

The German company casolute GmbH optimizes data based processes throughout the complete life cycle of the product. The clients are involved in the manufacturing industry with a focus on the automotive sector, but also come from aerospace and the machinery and plant construction industries.

#### INDUSTRY

Business Services

#### SOLUTION

Endpoint Management

**“Total Management Suite enables casolute to reduce operational costs by delivering a single view of contracts, purchase orders, and other information which is valuable in charging the services back to the relevant line of business.”**

**Sebastian Kniedler**  
Project Manager  
casolute

#### Product Lifecycle Management at its Best

Many of the world's leading automotive companies rely on casolute to optimize their data-based processes throughout the complete product lifecycle. Headquartered in Cologne, Germany, the company's mission is to make the data and information available and manageable in a constantly changing corporate landscape. The complete range of services of an interdisciplinary team of engineers, computer experts, economists and process specialists are at the service of casolute's clients. Founded in 2006, casolute has annual revenues of €21 million and employs 130 people.

casolute was challenged to effectively provide IT service management, both in support of its own staff and for one of its clients, RLE INTERNATIONAL - a leading engineering services supplier to the automotive industry. Previously, casolute was relying on a patchwork assortment of point solutions for IT service management: many involving manual, overlapping IT service management processes. Sebastian Kniedler, project manager at casolute takes up the story. “It was taking too long to open tickets, we had only a limited history of each enquiry, and only rudimentary reporting tools,” he says. “Because data on the tickets and IT assets was spread across different platforms, we struggled to track the history of each situation, the result being that response times were unacceptably slow. We were also over-reliant on manual processes; for example, if we deployed a new hard disk on a PC, we had to update the inventory manually.”

Leading German Product Lifecycle Management solution provider increases incident management responsiveness by 50% and improves the quality of service with Altiris Total Management Suite from Symantec.

**“Compared with point products, the integrated approach provided by Total Management Suite offers a comprehensive, easy-to-use IT lifecycle management platform. Thanks to Altiris, casolute is able to improve the quality of service both internally and to our external customers, while simultaneously reducing the cost of IT operations.”**

**Sebastian Kniedler**  
Project Manager  
casolute

## A Comprehensive IT Lifecycle Management Support

Altiris Total Management Suite from Symantec was evaluated against BMC Remedy IT Service Management and a Matrix24 solution, with Total Management Suite being chosen based on the breadth and depth of its functionality. “Quite simply, Altiris Total Management Suite offered a comprehensive IT lifecycle management support. We particularly liked the zero-touch operating system deployment capabilities and software virtualization,” says Michael Haefele, manager of IT Services at casolute. “Other factors which impressed us were its ease of use and price-performance ratio.”

Working closely with its integration partner BOG IT Solutions GmbH, casolute has deployed the Altiris solution to initially manage 330 clients (mainly comprising HP and Dell PCs and laptops running Microsoft Windows XP), as well as its networks, firewalls, and about 700 other peripheral items. The Total Management Suite provides casolute with an integrated service and asset management solution based on a Configuration Management Database (CMDB) and this allows the company to effectively manage its discoverable and non-discoverable assets, licensing agreements, lease agreements, warranties, entitlements, and Service Level Agreements (SLAs).

Among many features, this service and asset management environment enables the team to track incidents using embedded knowledge management, with the added advantage that users research knowledge base articles themselves for resolutions to their own issues. The solution also provides service request and incident logging within an employee self-help portal. The system has been live since the start of the year and is currently processing approximately 30 tickets each day, although this is expected to grow as the system matures.

## SOLUTION AT A GLANCE

### Business Drivers

- Increase business productivity
- Help staff get the most from available resources

### Technology Challenges

- Overcome reliance on point solutions for IT service management
- Replace manual, overlapping IT service management processes
- Reduce incident ticket resolution time and quality

### Solution

Effectively manage and service network-based endpoints

### Symantec Products

- Altiris® Total Management Suite™ from Symantec

### Technology Environment

- Operating system: Microsoft® Windows® XP
- Clients: 330 clients (mainly HP® and Dell® PCs/laptops)
- Other: Networks, firewalls, and 700 other peripheral items

### Symantec Partner

- BOG IT Solutions GmbH

## BUSINESS VALUE AND TECHNICAL BENEFITS

- Provided an integrated service and asset management solution based on a Configuration Management Database (CMDB)
- Enabled effective management of assets, licensing agreements, and SLAs
- Reduced incident response times by 50 percent
- Increased end-user/customer satisfaction
- Reduced operational costs by delivering a single view of data relevant to the charge-back mechanism
- Enabled the company to effectively manage assets, their hierarchy, and standardize application versions

### Reduced Incident Response Times by 50 Percent

This complete IT lifecycle automation solution is delivering benefits where it matters most: increasing productivity, enhancing customer service, and reducing costs. The team estimates that incident response times have been reduced by 50 percent using the Altiris solution compared with the old point solution, and customer satisfaction is rising, now that each enquiry is certain to receive a response within a pre-determined timeframe. "Total Management Suite enables casolute to reduce operational costs by delivering a single view of contracts, purchase orders, and other information which is valuable in charging the services back to the relevant line of business," says Sebastian Kniedler.

From the asset management perspective, the Total Management Suite allows Sebastian Kniedler and his team to effectively manage assets. They can identify software usage patterns, reallocate and retire unused licenses, and standardize application versions. Moreover, they can use the extensible CMDB repository to manage hierarchical relationships of assets. Altogether, this unified, 360-degree approach to asset management helps reduce the risk associated with change, empowers the casolute service desk to quickly resolve incidents, creates a baseline for security audits, and enforces corporate standards."

Looking ahead, casolute will use IT Infrastructure Library (ITIL) standards to define the work processes and the interfaces between them. It will also use the system for configuration management— including PC personality and operating system migration, deployment and provisioning, software packaging, application distribution, and patch management.

"Compared with point products, the integrated approach provided by Total Management Suite offers a comprehensive, easy-to-use IT lifecycle management platform. Thanks to Altiris, casolute is able to improve the quality of service both internally and to our external customers, while simultaneously reducing the cost of IT operations."