

Case Study



Stoller-Navarro Joint Venture (SNJV) needed to resolve some issues with its computing environment to achieve improved IT efficiency. SNJV selected Prism Suite™ from New Boundary Technologies to handle its software deployment, software patching, and asset management needs.

Background:

Stoller-Navarro is a joint venture between S.M. Stoller Corporation and Navarro Research and Engineering, Inc. The SNJV provides environmental engineering services.

Challenge:

Before selecting Prism Suite™ as its desktop management solution, the SNJV had some issues that were keeping the IT department from achieving maximum efficiency. One issue involved gaining access to computers. Due to intensive computer use, IT staff was often unable to gain access to some computers for weeks at a time. Because of this, computers on the network were seldom current with software patches or the most recent versions of applications. Prior to selecting Prism Suite, SNJV used Sitekeeper for its desktop management needs, but quickly discontinued use of that product after determining that it did not meet their needs.

Environment:

Stoller Navarro Joint Venture's network is a WAN with several locations. While the majority of computers are physically accessible to IT staff, some required the staff to drive out to the locations in order to offer assistance. With 248 PCs to manage with a small IT staff, Stoller Navarro needed to find a way to keep

Organization:

Stoller-Navarro Joint Venture

Quote:

“Before we started using Prism Suite, it took weeks or even months to get access to computers to update software and install security patches. But with Prism Suite, we're now able to perform those tasks over the network in just minutes, without impacting the end users and ensuring better security and productivity.”

– Constance Moore
Help Desk Representative

systems up to date with security patches, hotfixes, and other software updates.

Solution:

While evaluating a replacement solution for Sitekeeper, SNJV considered both Desktop Authority and Prism Suite desktop management solutions. Ultimately, SNJV selected Prism Suite because of its more robust feature set, including the ability to track software licenses and perform configuration changes without a user logged on to the system. Another consideration for Stoller Navarro involved the ability to quickly set up and maintain several computer systems that are kept available for temporary hires that arrive without prior notice. Stoller Navarro uses all three of the modules in Prism Suite – Prism Asset Manager, Prism Deploy, and Prism Patch Manager.

Result:

SNJV uses Prism Suite to quickly push out appropriate application and OS security patches to all of the desktops and laptops in the organization. In order to quickly prepare systems for new users,



and quickly resolve issues with applications that malfunction, Stoller Navarro maintains a standard desktop and laptop configuration image that includes the operating system and required system software like Java. All other software is installed using Prism Deploy. According to Constance Moore, the helpdesk representative at SNJV, this methodology saves considerable time and effort.

“When we get calls that an application is not functioning properly, we just push out a reinstall of the application using Prism Deploy and usually can have it working again within fifteen minutes,” said Moore. In addition to Prism Deploy and Prism Patch Manager, SNJV uses Prism Asset Manager to track which versions of applications are installed on various computers throughout the network. Moore anticipates that SNJV will make further use of Prism Asset Manager in the future as the organization grows.

SNJV has achieved some great results with Prism Suite. Thanks to its high level of automation and ease of use, the IT department at SNJV is able to quickly and completely push out security patches to all networked computers in order to keep them protected from malware before vulnerability exploits appear in the wild. Using Prism Deploy, they can quickly and easily install and uninstall new software or updates to existing software. This has allowed the SNJV IT department to achieve a higher level of service without the need to hire a part-time administrator, which they had anticipated before purchasing Prism Suite.



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