

success story



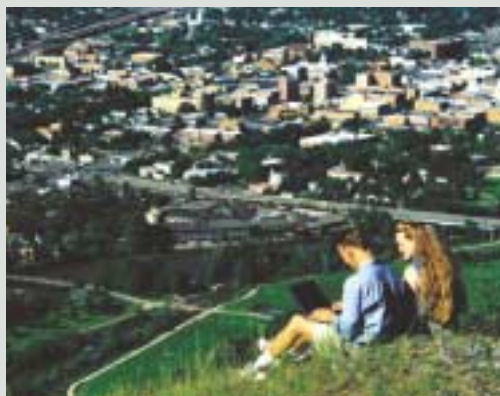
Georgia Institute of Technology

BACKGROUND

Located in Atlanta, the Georgia Institute of Technology is one of the world's premier technology-oriented universities. Netopia helped in their quest for the latest and greatest technology when Georgia Tech purchased a site wide license of both Timbuktu Pro and netOctopus software.

Mark Iken is Director of Information Technology for the School of Industrial and Systems Engineering (ISyE) at Georgia Tech. Mark has been at Georgia Tech for 17 years and in the ISyE Department for over four years. Mark and his ISyE team spearheaded the movement to get Timbuktu and netOctopus installed at Georgia Tech.

Timbuktu and netOctopus are deployed on thousands of machines throughout the many departments at Georgia Tech. Just within the ISyE Department, over 700



machines have been standardized on Timbuktu and netOctopus. "We purchased both Timbuktu and netOctopus for use inside of the ISyE department, but purchased a license to cover the entire campus. Since we started using it at ISyE, it spread like wild fire so everyone on campus is using the software now in their own department," said Iken.

CHALLENGE

- Reduce time spent traveling around campus to support end users
- Assist faculty with their home computers
- Report on software licensing for audits

ENVIRONMENT

- Windows and Macintosh

SOLUTION

- Timbuktu Pro and netOctopus

BENEFITS

- Significant time and travel savings for IT staff
- Troubleshoot problems from anywhere
- Simple software license management
- Home support for faculty

TIMBUKTU HELPING TO KEEP THE STAFF SEATED

Timbuktu spread across the Georgia Tech campus pretty rapidly and the ISyE IT staff, along with the faculty, is taking advantage of Timbuktu's high-performance remote control and file transfer capabilities.

The ISyE Department is in seven different buildings, which makes it very difficult for the IT staff to keep track of everything. "Instead of the staff running across campus they now use Timbuktu to do their jobs more efficiently. Being able to remote control in to fix a problem, or send a file with never having to go to the other buildings has been an extreme time saver," commented Iken.

WORKING FROM HOME WITH NO HASSLE

Timbuktu has also allowed the ISyE IT staff to help their faculty with administration of home-based computers. This was a big issue in the past. When faculty is working on a project at home, and runs into an issue with their machine, the IT staff connects remotely to help them. The staff can also receive real-time training to see how to fix the problem.

Before ISyE had Timbuktu, there was no home support. The faculty would have to bring their computer in to the IT Staff if they had an issue.

"The faculty absolutely loves it. I say roughly half of our faculty has no desire to administer

"The beauty to me is that we are able to offer new services without a significant increase in support because of Timbuktu and netOctopus."

**Mark A. Iken, Ph.D.,
Director of Information
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their own computer at home and they only use it for business. Those folks get a tremendous benefit as they receive a good quality of support, while before they would have had to unplug and carry their computer in to us. It is a nice new added benefit that they don't have to do this anymore," said Iken.

NETOCTOPUS HELPING TO DO THE IMPOSSIBLE

With netOctopus, you can see, inventory, configure and manage hundreds of systems and software settings on every workstation without leaving your desk. With the purchase of netOctopus the ISyE IT staff could save countless hours due to not having to run around.

netOctopus allows you to monitor how your workstations change over time such as unauthorized software installation or removal. At Georgia Tech netOctopus is used pro actively to remove unauthorized software.

netOctopus software inventory ensures software license compliance. Users have the software updates they need, protecting a company from legal penalties. "The feature we use the most in netOctopus is asset management. We had to inventory all the software at Georgia Tech for an audit. netOctopus came along just in time as the project would have been impossible without the netOctopus' software inventory feature," said Iken.

"We also use netOctopus to check that the servers are up and running and for maintenance without user intervention," said Iken.

SIGNIFICANT INCREASE IN SUPPORT

"The uses of the software changes your support model. You can't really say "I clearly save so many hours or so many dollars." You actually save how you support and what you support. It is not just the methodology towards supporting the change, it is the support structure, the basis of your support. I would say Timbuktu and netOctopus definitely adds significantly to our efficiency in on campus operations," said Iken.

Just within the ISyE Department Timbuktu and netOctopus have helped to save time, travel, resolve problems quicker and made the everyday tasks of the IT staff much easier. The software is used throughout the entire campus and results such as these are very common in all departments.

"The beauty to me is that we are able to offer new services without a significant increase in support. That is the biggest benefit. For me it is not so much a money issue as it is service. We can give a higher quality of service now with Timbuktu and netOctopus," said Iken.

The next step is having the student help desk use Timbuktu for their support issues. Timbuktu will be used so that the central staff can go into a student's computer, shut it down, turn off a website that should not be running . . . to protect the rest of the environment.



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