

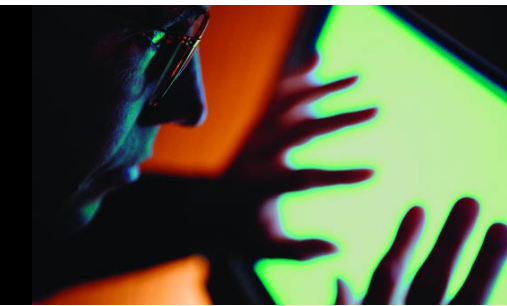
success story



PIXELPARK

“WE CHOOSE NETOCTOPUS BECAUSE OF ITS CROSS PLATFORM CAPABILITIES, ITS REPUTATION, PRICE AND INTUITIVE HANDLING. IT TURNED OUT TO BE THE PERFECT CHOICE.”

Andreas Schirr, Systems Administrator, Pixelpark



Pixelpark (www.pixelpark.com) sees itself as a designer of the interface between man and machine. They connect their solutions with the systems and structures of their customers and build the bridge between content and convergence. Pixelpark conceives, designs and implements complete digital solutions with a clear focus on their benefit and added value. It is working throughout Europe with companies such as Sony, Nokia and Hewlett Packard on prototypes for interactive TV. Pixelpark purchased netOctopus for its office in Berlin.

Andreas Schirr is the System Administrator at Pixelpark and has been with the company over five years. Along with Schirr there are six others who work in the IT department. Though out of those six, only two work on the Help Desk and with all their other tasks, they can only focus on the Help Desk part time. With over 250 employees and 400 machines in the office in Berlin, Schirr and the support team were running all around the building in attempt to fix problems,

distribute software and inventory the machines. Tired of playing “sneakernet”, Pixelpark purchased netOctopus® for all its machines and the running around quickly came to a halt. Now the support staff is able to complete their insurmountable set of tasks without leaving their desks.

CENTRALIZED ADMINISTRATION

Pixelpark decided on netOctopus to administer their network for many reasons. “We choose netOctopus because of its cross platform capabilities, its reputation, price and intuitive handling. It turned out to be the perfect choice,” said Schirr.

The implementation process went very smoothly and soon Schirr and the support staff were to be found at their desks and not racing around. “Through netdeploy the implementation process was very rapid and easy,” commented Schirr.

MANAGING ASSETS EFFICIENTLY

netOctopus allows you to obtain complete hardware and software inventory of each computer on your network – at any time, in real-time. A complete, accurate and up-to-date inventory is what Pixelpark needed. “Our first priority with netOctopus was to manage our assets more efficiently. Being

CHALLENGE

Support a large office with limited IT staff; Ability to supervise, manage and update the network from an IT staff’s desktop computer.

ENVIRONMENT

Macintosh and PC

SOLUTION

netOctopus

BENEFITS

- Solve all issues from one location– in real time.
- Lower costs and increase support.
- Significant timesavings for IT support staff.
- Eliminate need for face-to-face support.
- Automated software and hardware inventory and software distribution.

success story

able to inventory our machines and see what is out there has made our jobs significantly easier,” said Schirr.

With netOctopus, Schirr was able to automate software distribution and installations, such as antivirus updates. This also has added to the timesavings that the small staff desperately needed. Schirr also takes advantage of the software-metering feature of netOctopus. Being able to monitor software usage has helped Pixelpark comply with licensing agreements, justify new software purchases and identify software that is installed but unused. “netOctopus gives us an overall look and check of the installed software to determine the illegal and legal software implemented, so we have a good overview on our licensing,” said Schirr.

The historical analysis feature of netOctopus gave Schirr the ability to recognize changes to a workstation such as removal of necessary software components or the ability to monitor the workstations to prevent theft of hardware components like RAM. “We can run a report and are then able to tell if there have been any modifications to the machine. We are able to track things such as theft or if conflicting software has been installed,” said Schirr.

ALL FROM THE COMFORT OF YOUR CHAIR

Before Pixelpark purchased netOctopus, the IT staff was forced to run around the building in order to do their jobs. While Schirr cannot put an amount on what netOctopus has saved Pixelpark he knows it has reduced his workload and saved significant time. “netOctopus has provided an essential relief for myself and the IT staff, particularly, around the tasks concerning hardware administration,” said Schirr.



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The IT staff at the Pixelpark Berlin office use netOctopus for historical analysis, to meter software usage, manage their assets more efficiently and automate software distribution and installations. With all the amazing features netOctopus, does the thing Schirr likes the best is that he can do it all from the comfort of his chair. “Every admin should employ netOctopus in order to facilitate their job and reduce “sneakernet”. I have not had to run around or leave my chair since we bought netOctopus, said Schirr.

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