

Consumer Credit Counselling Service

Consumer Credit Counselling Service Takes Control with Centennial Discovery

CUSTOMER PROFILE

Consumer Credit Counseling Service

Industry

Debt Advice Charity

Products

Centennial Discovery

Business Benefits Realized with Centennial Discovery

Increased efficiency, cost control and compliance

Flexible functionality, ease of deployment and management

Improved visibility of IT estate and achieved software compliance

Background

The Consumer Credit Counselling Service is a debt advice charity headquartered in Leeds, with 10 additional locations across the UK providing free, independent and impartial advice to those in financial difficulty.

Getting to grips with a disparate IT Estate

The IT team at the Consumer Credit Counselling Service (CCCS) manages an IT estate of 900+ PCs spread across 11 different offices in the UK. With the charity expanding rapidly, the IT team found it difficult to report with confidence what software and hardware assets they had throughout the organization at any given time, where these assets were located or how they were being used.

Audits were conducted manually but weren't properly documented or regularly maintained. As the network grew, it became clear that manual audits were not efficient - as soon as an audit was completed it became quickly out of date.

The team also had an increasing problem with software distribution. Because they didn't have an accurate view of assets, each time the team circulated a new software release, they would find days later - from individual users - that not all PCs had been upgraded successfully. Then began a labour-intensive process to determine where upgrades had failed and then to re-install that software.

As software updates and upgrades were deployed regularly, the team could no

longer afford to continue to waste time and resource in inefficient installation processes. Instead, they wanted to be confident that when they issued an upgrade it would be deployed successfully to each and every PC, whenever and wherever it was needed. Like many organizations, CCCS was also concerned about software licensing and wanted to make sure it was compliant with different vendors' schemes. This couldn't be achieved without knowing exactly what applications were resident on the network.

"Centennial Discovery has certainly enabled us to regain control, helped us manage costs, and given us the peace of mind that we are compliant."

Scott Graham

Service Support Manager, CCCS

Finding a solution

In order to ensure that a solution met all of their needs, the team first carefully documented what they wanted to achieve. Then they researched the market and compared product functionality against their criteria. The search was straightforward and the team quickly came up with two solutions - Centennial Discovery and LANdesk. The team formed an evaluation group made up of both technical staff and management to evaluate both solutions.

Scott Graham, service support manager at CCCS explains: "We deliberately kept the evaluation process fairly simple, but did include a number of technical and management staff in the evaluation group. We looked at both products and Centennial Discovery was the obvious choice for us.

“Discovery is easy to implement and quick to return benefits.”

“Centennial Discovery proved to be easy-to-use and implement. Discovery can tell us not only what assets we have on the network but crucially where these assets are located – right down to mapping to a particular floor in the building. This is especially important for us because we had been wasting so much time previously trying to figure this out. Audits are also dynamic which removes the need for scheduling - we know immediately when something has changed on the network.

“We were also impressed with the user-friendly reporting functionality, which provides detailed inventory reports in minutes.”

Easy installation

Centennial Discovery was implemented by supplier CTMS who installed the product and provided training. Installation was straightforward and the team at CCCS were using the product within days with no delays or impact to the system.

Increased efficiency and confidence in compliance

Once Centennial Discovery was up and running, the team quickly conducted an audit of all hardware and software assets in the organisation.

Scott comments: “Following the initial audit there were no massive surprises - but we did find a few PCs linked to the network that shouldn’t have been, which we were quickly able to clear up. We also found that we were over-licensed in some areas and under-licensed in others. While this realisation didn’t lead to great cost savings, it enabled us to make the

changes necessary to ensure we were compliant, which is important to the organisation.”

Centennial Discovery has also fixed the issues around software upgrades and PC replacement cycles. Discovery allows the team to verify that software installation and upgrades have been successful, which means the team can address any gaps before any users are impacted. This has greatly increased efficiency and Scott believes this has easily saved his team a few days resource.

Looking forward, the Consumer Counselling Credit Service is also looking to integrate Centennial Discovery into their service management tool set which includes their helpdesk system. This will help improve issue resolution times and reduce the number of on-site engineer visits.

Scott concludes: “I’d certainly recommend Centennial Discovery to anyone who is still conducting manual audits of their IT assets – you don’t have to do it anymore! Discovery is easy to implement and quick to return benefits. And, with compliance such an issue, it pays to ensure that you have complete control of you IT estate. Centennial Discovery has certainly enabled us to regain control, helped us manage costs, and given us the peace of mind that we are compliant.”

Scott Graham

Service Support Manager, CCCS

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