SOITRON*

DELIVERING EFFICIENCIES THROUGH SMART DESKTOP MANAGEMENT

COMPANY:	**Veolia Energia Slovensko**
FOCUS:	**Energy production, energy facilities management**

Overview of the situation

Veolia Group designs and provides water, waste and energy management solutions and is the global leader in optimised resource management. With more than 187,000 employees worldwide, the company supplies more than 94 million people with drinking water and 62 million people with wastewater service.

Veolia Energia Slovensko is a subsidiary of Veolia Group. While its main headquarters are in Bratislava, Veolia Energia facilities are located all around Slovakia.

Veolia Energia looked to Soitron to introduce a number of measures to facilitate and enhance its back office functionality. The solution needed to be remote because of the geographical spread of Veolia Energia's facilities throughout Slovakia, thus travelling to provide user support proved very expensive and time-consuming.

Before appointing Soitron, Veolia Energia's in-house team spent a majority of their time on operational tasks such as software upgrades and user administration. This was a major distraction from their focus on strategic tasks such as introducing company-wide efficiencies and increasing productivity across all operations.

Soitron introduced a desktop management solution. This was an affordable and easy to use way to support all users remotely, bring in transparent reporting for software licenses and improve security and other support of computers across all Veolia Energia locations in Slovakia.

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> **Robert Bugár**
> Head of IT Management at **Veolia Energia Slovensko**

Soitron worked with Veolia Energia, the leading provider of energy services in Europe, to implement a desktop management solution which provided extra functionality to its employees, including a remote support function, and hardware and software license management services.

TECHNOLOGY USED:

LANDesk Management Suite

LANDesk Patch Manager

The Solution

Veolia Energia was using standard management tools available as part of Microsoft Active Directory, however, these tools did not meet its future requirements for efficient centralised computer management. As part of its work, Soitron introduced the LANDesk Management Suite, a remote management tool which provided affordable scalability and which could be implemented quickly.

The desktop management solution is overseen by ten well-trained administrators who provide all internal employees with technical support through an intuitive graphical interface that allows them to easily perform all individual operations.

Each device required software agent installation, which can be configured by a wide variety of settings, such as the configuration of remote access rights. Another advantage is also the possibility of having different agent configurations for various locations.

It also included:

- A software solution for centralised computer management
- Optimisation and enhancement of process efficiency
- Effective hardware and software license inventory management
- Transparent reporting methods and simpler management of company work stations

The Outcome

From the onset, the results were clear and wide-ranging. Significant time and money was saved through remote management and inventory handling, as was the validity verification of licenses in use and subsequent cost savings at the time of their purchase.

Soitron also allowed Veolia Energia to implement company-wide software distribution on a daily basis, which was previously done monthly. Other efficiencies include the quick preparation of computers for new employees and other productivity enhancements linked with overall cost reduction measures.

"Our solution means that technicians no longer need to travel between locations in order to provide users with support. In the past, the IT management of these remote and geographically spread facilities meant a considerable cost and allocation of time. Our work has reduced these drastically," commented Bruno Veselý, account manager at Soitron.

With the LANDesk Management Suite solution, Veolia Energia gained several opportunities to optimise its processes and make them more efficient. The automation of processes which would otherwise have to be done manually reduced both financial and time expenses.

The utilisation of this solution has had positive impact on a number of areas. Besides an efficient

desktop management solution, Veolia Energia is now able to inventory hardware, computer programs, software and licenses. Moreover, the system can now easily update of 400 workstations. The LANDesk Management Suite and Patch Manager provide Veolia Energia with better control over the user environment and can control the entire management so all operations are executed simply and consistently.

Inventory Management and Reporting

Veolia Energia now has the ability to administer its entire hardware portfolio remotely, managing each device and optimising overall usage. The LANDesk Management Suite allowed Veolia Energia to significantly improve its processes and outcomes related to the management of these assets. What's more, it is now possible to carry out a daily overview of all devices, regardless of their location and also monitor which type of device from which manufacturer is actually being used.

Inventory management and reporting also include the utilisation of software programs. Veolia Energia can effectively optimise their utilisation and save costs on purchasing software programs. These tools enable the monitoring of all software installed on workstations´ discs.

Through this Software License Monitoring solution, it is now possible to create an easy-to-read report on the use

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of these programs and to adjust license purchasing to their real usage. Such a review also provides the opportunity to prevent the usage of programs without a license through simple application blocking. For instance, Veolia Energia now has an overview of the various Microsoft operating systems installed on individual computers.

Efficient usage and reporting are also applied to licenses that Veolia Energia owns and uses in its operations. The utilisation of these licenses is also shown in a corresponding report. Before the introduction of this solution, it was not possible to specify exactly how many licenses were actually required for the company; the data were inaccurate and confusing.

In the past, overall license management was considerably expensive. The Soitron solution has allowed Veolia Energia to achieve a comprehensive overview and control of purchased licenses, allowing it to increase the effectiveness of the process of purchasing and using licenses.

Patch and Update Management

The LANDesk Patch Manager offers Veolia Energia complete control over the management of operating system and application updates. This tool enables the updating of a wide array of programs as well as hardware drivers.

A timely and thorough application of the patches runs automatically on all computers in the network.

The implemented solution made it possible to easily identify the devices that requires an update, those which have already been updated, and also those that did not complete the update successfully. With a simple overview, it gives administrators a real-time picture of their IT environment as well as the important information needed for further decision-making.

"All of these steps can be taken at once, on all computers in the network, regardless of their location. Even if an employee connected his or her computer to the network after several weeks' absence (such as after a holiday), all missing updates would be automatically installed," says Bruno Veselý, account manager of Soitron.

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many locations requires a modern and highly efficient approach. Considering the calculated savings and the high return delivered by the application, we needed to utilise all the complex features that the application offered in order to simplify my team's work. For Veolia, it has generated significant savings." commented Robert Bugár, Head of IT Management at Veolia Energia Slovensko.

"It is now possible to simplify work procedures and reduce the time and effort needed for the installation of both small and large-scale updates. I still remember the times when I used to run from computer to computer to try to solve accumulated problems and missing patches. You cannot compare that to what we have today," said Bugár.

VEOLIA

Veolia group is the global leader in optimised resource management. With over 187,000 employees* worldwide, the Group designs and provides water, waste and energy management solutions that contribute to the sustainable development of communities and industries. Through its three complementary business activities, Veolia helps to develop access to resources, preserve available resources, and to replenish them.

In 2013, the group Veolia supplied 94 million people with drinking water and 62 million people with wastewater service, produced 54 million megawatt hours of energy and converted 38 million metric tons of waste into new materials and energy. Veolia Environement (listed on Paris Euronext: VIE and NYSE: VE) recorded consolidated revenue of €23.4 billion*.

www.veolia.com   * in 2013

SOITRON*

Founded in 1991, Soitron is a leader in introducing new technologies and innovative solutions. Today Soitron is one of the largest IT service providers in the CEE, with more than 650 employees and facilities in Slovakia, Czech Republic, Romania, Turkey, Bulgaria and the United Kingdom.

Soitron has been helping both regional organisations and multi-nationals such as HP, AT&T, Vodafone, Tatra banka, Orange and E-On to grow their business through the highest-accredited services including system integration for IT infrastructure, unified communications, customer interaction, content management, security, IT services and outsourcing.

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