



# Louisiana Department of Social Services

The Louisiana Department of Social Services uses several Novell® solutions to make the most of a limited government budget. Novell Open Enterprise Server running SUSE® Linux Enterprise Server has already helped the Department consolidate servers in 20 of its offices by 80 percent. Novell ZENworks® Configuration Management has reduced travel time and costs by 40 percent.

### Overview

The Louisiana Department of Social Services is dedicated to helping individuals, children and families achieve safer and more independent lives. The department has 6,500 employees across 138 offices throughout the state.

### Challenge

With a limited government budget, the Louisiana Department of Social Services is constantly focused on increasing the efficiency of its resources. The Department needed to upgrade its operating platform to one that would support custom application development, but that would not require an expensive hardware upgrade. The Department also needed tools for server, desktop and asset management across its dispersed locations.

With 138 offices throughout the state, many employees are required to travel to work with employees in other offices. The Department wanted to improve teamwork and collaboration among its employees, while reducing travel time and costs.

### Solution

Together with its longtime IT partner, Northrup Grumman, the Louisiana Department of Social Services upgraded to Novell Open Enterprise Server running on SUSE Linux Enterprise Server.

“We are familiar with Novell’s tradition of producing quality products and have had years of great experience with Novell Services,” said Chad Israel, technical account manager at Northrup Grumman. “Novell Open Enterprise Server provides outstanding networking and management services on a Linux\* platform. We want to move to Linux as much as possible in our environment.”

The ability to run SUSE Linux Enterprise Server on Intel\* processor-based servers allows the IT staff to extend the use of its existing Dell\* hardware. The Department leverages Xen-based virtualization to consolidate servers, and Novell Cluster Services™ to ensure high availability. Both technologies are designed to interoperate seamlessly with Novell Open Enterprise Server.

“The move to Linux and the ability to develop custom applications using open source technology makes us much more efficient,”

### Louisiana Department of Social Services at a glance:

*State agency providing services for more than a million constituents*

#### ■ Industry:

Government

#### ■ Location:

United States

#### ■ Products and Services:

Novell Open Enterprise Server  
SUSE Linux Enterprise Server with built-in Xen virtualization  
Novell ZENworks Configuration Management  
Novell Cluster Services  
Novell Teaming + Conferencing  
Novell Support

#### ■ Results:

- *Reduced costs by leveraging existing hardware*
- *Consolidated servers in 20 offices by 80 percent*
- *Reduced IT travel time and costs by 40 percent*
- *Improved teamwork for users across 138 offices*

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#### Chad Israel

*Technical Account Manager  
Northrup Grumman*



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**Chad Israel**  
Technical Account Manager  
Northrup Grumman

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said Israel. “We have a much quicker turn-around on new applications.”

The Department uses Novell ZENworks Configuration Management to remotely manage workstations across the state. The IT staff can deploy applications to thousands of workstations in a matter of minutes. With policy management features, the Department has secured sensitive information with ability to grant rights to certain individuals or users. Asset Management Services provide reports on software usage, allowing the Department to scale back its licensing agreements for under-utilized software.

Novell ZENworks Linux Management makes it easy to update all Linux servers from a central location. The Department plans to use PlateSpin® technology from Novell in its data center to increase server utilization with load balancing and provide higher availability.

“We like how well the Novell ZENworks products work together and how we can manage both our Microsoft\* Windows\* and Linux environments with just one management tool,” said Israel.

Novell Teaming + Conferencing allows the Department to create shared online work spaces so that employees can effectively collaborate as a team, regardless of their location. Each team has a central location to share documents, access team calendars and view the status of projects, without the need to travel to another office. The conferencing functionality also allows team members to record and play back presentations.

“Since we implemented Novell Teaming + Conferencing, our employees no longer

need to travel to Baton Rouge for meetings,” said Israel. “They can stay in their offices or even pop into one of our regional offices for a conference. This solution saves us a lot of money in time and travel.”

Novell Teaming + Conferencing helps state employees share information with external users in a secure team environment. This is helpful during times of severe storms or other natural disasters when the Department can provision users from other government offices to stay up to date on emergency relief efforts.

## Results

Moving to Novell Open Enterprise Server running SUSE Linux Enterprise Server has helped the Louisiana Department of Social Services make the most of its existing hardware and avoid an expensive hardware upgrade. The Department has consolidated the hardware of 20 offices by 80 percent by moving to one five-node cluster and plans to do the same for the rest of its offices.

The Department is reducing software costs by using open source applications and tools with SUSE Linux Enterprise Server, as well as Novell ZENworks Configuration Management which has reduced IT travel time and costs by 40 percent with the ability to remotely manage servers and desktops across the state.

“Novell solutions allow us to provide a high level of service, without having to increase our staff,” said Israel. “We can continue to utilize our existing hardware, take advantage of Linux and open source technology, and manage everything from a central location.”



Contact your local Novell Solutions Provider, or call Novell at:

1 800 714 3400 U.S./Canada  
1 801 861 1349 Worldwide  
1 801 861 8473 Facsimile

### For More Information:

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