



Viable

A fast-growing company, Viable needed a solid enterprise operating platform, as well as the ability to set up and manage its call centers remotely. With Novell® Open Workgroup Suite, the company can set up call centers 80 percent faster and has reduced IT travel time and costs by 50 percent.

Overview

Viable provides next-generation video relay services for deaf and hard-of-hearing persons that can be accessed wherever there is Internet or wireless connectivity, opening them to a world of communication possibilities. Viable is a private, deaf-owned company, and the majority of its employees are deaf and hard of hearing and are personally vested in the innovation and development of the company's products and services.

Challenge

Viable is nearly tripling in growth each year as a leader in the fast-growing video relay service industry. Opening a new call center every month, the IT staff was constantly on the road. The company needed a solution to speed up the time to set up new call centers and to provide remote management across worldwide locations.

Viable was quickly outgrowing its unsupported operating system and required a more scalable enterprise platform to better support the growth of its business.

Solution

Viable considered several desktop management solutions, including Altiris*, before selecting Novell Open Workgroup Suite, which includes Novell ZENworks® Configuration

Management. The company also selected Novell Open Enterprise Server, running on SUSE® Linux Enterprise, as its enterprise operating platform.

"We are an open source company so the idea of getting a powerful suite of products that run on Linux was exciting for us," said Jason T. Yeh, VP of Technology at Viable, Inc. "Novell Open Workgroup Suite provides solutions for us in multiple areas including network services, remote desktop management, centralized authentication, as well as collaboration and teaming."

Viable worked with Mavenspire, a Novell Gold Partner™, to implement Novell Open Workgroup Suite and immediately began using Novell ZENworks Configuration Management to set up new call centers in days, instead of weeks. The company now ships computers directly to its new call centers and can image them remotely, rather than at headquarters.

"Novell ZENworks Configuration Management has been a lifesaver for us as we no longer have to send a whole team to set up a new call center," said Jeremy Shaffner, Director of IT at Viable, Inc. "With remote management, a few technicians can get things up and running in no time."

Viable at a glance:

Developer of next-generation video relay services and videoconferencing products for deaf and hard-of-hearing persons

■ Industry:

Telecommunications

■ Location:

United States

■ Products and Services:

Novell Open Workgroup Suite, which includes:

- Novell Open Enterprise Server
- Novell ZENworks Configuration Management
- Novell ZENworks Linux Management
- Novell Teaming
- Novell GroupWise
- OpenOffice.org Novell Edition
- SUSE Linux Enterprise Desktop
- SUSE Linux Enterprise Server

■ Results:

- Consolidated hardware by 20 percent
- Reduced time to set up new call centers by 80 percent
- Reduced travel costs by 50 percent
- Reduced support costs by 30 percent

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Director of IT
Viable, Inc.

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Viable's IT staff can now distribute applications and patches remotely from a central location, reducing the need to travel to multiple locations. Using remote control functionality, the helpdesk staff can provide immediate support and quickly re-image a machine if necessary.

“Novell ZENworks Configuration Management allows us to standardize all of our computers and update them on our own schedule so there is no user disruption,” said Shaffner. “The stability of our call center applications is critical as any interruption can affect the quality of a customer's video phone call. Providing a consistent user experience for our interpreters is also important to maintain productivity.”

Viable moved from a hosted e-mail solution to Novell GroupWise® running on SUSE Linux Enterprise Server for enterprise e-mail and collaboration. GroupWise Messenger provides secure instant messaging and Novell GroupWise Mobile Server and BlackBerry* Enterprise Server for Novell GroupWise support its mobile users.

Using Novell Teaming, Viable is creating online workspaces for employees to collaborate across all locations. Novell Teaming makes it easy to manage shared files, coordinate tasks and share ideas via forums, wikis and blogs. For customer service employees, the teaming sites will serve as a centralized knowledge base and a place to share best practices.

“Novell is the best option for an enterprise looking for comprehensive open source solutions from a single vendor,” said Michael Tanenhaus, president of Mavenspire.

“Mavenspire has been a great partner to work with as we upgrade our infrastructure to better support and manage our growing environment,” said Shaffner. “They are very knowledgeable about Linux and provided the right expertise to deploy our Novell solutions across our enterprise.”

Results

By implementing Novell Open Workgroup Suite, Viable now has a more scalable platform, and a suite of applications to meet the needs of its business. Using SUSE Linux Enterprise Server and built-in Xen virtualization, the company has consolidated its HP hardware by 20 percent.

With Novell ZENworks Configuration Management, the company can set up a new call center in days, rather than weeks. The IT staff can configure hardware on-site, rather than at headquarters, which has reduced shipping costs by 70 percent. The ability to manage call centers remotely has reduced travel costs by 50 percent and support costs by 30 percent.

“Without Novell and Mavenspire, there is no way we could keep pace with the needs of our business,” said Shaffner. “We can't afford to have IT people at all our locations. We estimate that our Novell solutions paid for themselves in the first year.”



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

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