



# Vancouver Convention Centre

The Vancouver Convention Centre was looking for an efficient way to manage workstations across its facilities—one of which spans four city blocks in size. By deploying Novell® ZENworks® Configuration Management, the organization has reduced support costs by 60 percent and vastly improved first call resolution rates, freeing up IT resources to focus on higher value tasks.

### Overview

The award-winning Vancouver Convention Centre is a green-designed, state-of-the-art facility on the waterfront in beautiful downtown Vancouver. It is the only facility to be twice chosen as the World's Best Convention Centre.

### Challenge

The Vancouver Convention Centre recently completed a major expansion. The new structure will serve as headquarters for the estimated 7,000 television and radio broadcasters who will cover the 2010 Winter Olympic Games.

The organization was looking to standardize the way it managed user workstations to improve efficiency. "It's critical that our building staff can quickly respond to the Olympic organizing committee's needs in the best way possible," said Bill Zeeben, IT service delivery manager for the Vancouver Convention Centre. "Having efficient IT support is an important part of them being able to provide that support. We also wanted to eliminate

the 'sneakernet' of sending staff to fix user workstations. This need only became more critical when we expanded and added a new location."

### Solution

To automate and standardize desktop support, the Vancouver Convention Centre chose Novell ZENworks Configuration Management.

"We decided to upgrade to Novell ZENworks Configuration Management because we were impressed with some of its new features, such as the open directory structure, which allows us to leverage our existing Microsoft\* Active Directory\* environment," said Zeeben. "Novell ZENworks Configuration Management is much more robust than solutions like Microsoft Remote Desktop Protocol and works seamlessly with our Microsoft environment."

Novell ZENworks Configuration Management allows administrators to easily distribute applications and patches, and remotely troubleshoot workstations from a central location, through policy-driven automation.

### Vancouver Convention Centre at a glance:

*One of the world's leading convention centres*

#### ■ Industry:

Hospitality

#### ■ Location:

Canada

#### ■ Products and Services:

Novell ZENworks Configuration Management

#### ■ Results:

- *Cut IT support costs by more than 50 percent*
- *Reduced application distribution time from days to minutes*
- *Gained standard approach to managing workstations*
- *Cut administrative time by 20 percent and travel time by 30 percent*

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#### Bill Zeeben

*IT Service Delivery Manager  
Vancouver Convention Centre*



**“Thanks to Novell ZENworks Configuration Management, we’re now able to distribute applications company-wide in minutes rather than days.”**

**Bill Zeeben**  
*IT Service Delivery Manager*  
Vancouver Convention Centre

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“Novell ZENworks Configuration Management helps us get our users up and running faster when they have a system issue,” said Zeeben. “Having the ability to take control of a user’s desktop and see them generate an error message on their screen dramatically improves our problem solving ability.”

The organization is using the software’s user-focused management capabilities to provision desktops based on different user roles. “We use Novell ZENworks Configuration Management to deliver custom CRM application sets to different types of users, which is very efficient,” said Zeeben.

The application distribution functionality has also proven very useful. “With Novell ZENworks Configuration Management it’s easy to remotely distribute special configurations or updates,” said Zeeben. “Recently, we had to upgrade our .NET code groups in order to keep our CRM system running properly. Users across the company would have been screaming if there was any service disruption. Using Novell ZENworks Configuration Management, we quickly distributed software updates to keep everything running smoothly and preempt any problems from occurring.”

Novell Technical Sales Specialists also worked on-site to ensure the success of the implementation. “The Novell folks we worked with ensured we had everything configured properly so that there was minimal impact to

our end users,” said Zeeben. “Working with them was a very positive experience.”

### Results

“Novell ZENworks Configuration Management has vastly improved the way we deliver and manage our IT resources,” said Zeeben. “We’ve already cut support costs by more than 50 percent. If we didn’t have Novell ZENworks Configuration Management in place we likely would have had to increase our staff. This represents a savings of several thousand dollars a month.”

The Novell solution has been well received by the entire organization. “For our IT staff, it’s made deployment and troubleshooting far easier,” said Zeeben. “They don’t have to run all over the place to deploy applications or fix user issues, and can now respond to user requests a lot faster.”

Simplifying application distribution and troubleshooting has also improved user productivity. “Thanks to Novell ZENworks Configuration Management, we’re able to distribute applications in minutes rather than days,” said Zeeben. “Plus we’ve minimized system downtime and eliminated many support escalation issues. If a user has a problem, we can reimage their machine and get them back up and running in half an hour, as opposed to the three or four hours it would have taken before. This extra time frees my staff to find new ways to add value for users.”



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

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### For More Information:

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