



# tesa Bandfix AG

tesa Bandfix used Novell® ZENworks® Configuration Management and ENGL Imaging Toolkit to automate the rollout of operating systems and applications across 120 new desktops and laptops. The solution cut installation time on individual machines by more than 30 percent, and enabled tesa Bandfix to complete the rollout in 20 days and with minimal strain on internal resources.

### Overview

tesa is one of the leading global producers of adhesive tape, with a range that includes double-sided tapes, masking tapes, safety tapes, duct tapes and packaging tapes, as well as numerous specialist tapes developed for specific industrial applications and for consumers in DIY and hardware stores. In Switzerland, tesa Bandfix AG employs more than 190 people.

### Challenge

The desktop computers and laptops in use at tesa Bandfix were more than four years old, and issues with performance and reliability were beginning to impact employee productivity. The company also wanted to migrate most users from Microsoft® Windows® XP to Microsoft Vista® in order to stay on the vendor's support path and to take advantage of new functionality.

Needing to replace 120 desktops and laptops as smoothly and rapidly as possible, tesa Bandfix decided to look for a software solution that would ease the migration process and reduce risk.

The company had identified that its existing endpoint management tool lacked the

required functionality and reliability. By finding a solution capable of centrally managing standardised desktop images and deploying them across the network, tesa Bandfix realised that it could reduce the time required to set up the new computers and improve ongoing manageability.

### Solution

tesa Bandfix engaged NEXPERT, a Novell Platinum Partner®, to implement a solution based on Novell ZENworks Configuration Management with ENGL Imaging Toolkit. The solution runs on Microsoft Windows Server 2003 and is integrated with the company's existing Microsoft Active Directory\* landscape.

NEXPERT helped tesa Bandfix to build and test a single standardised Vista desktop image and a package of applications, then deploy it automatically using Novell ZENworks Configuration Management to all new computers on the network. The solution enabled tesa Bandfix to create one Vista base image that is fully compatible with all hardware drivers on its new desktops and laptops. Moreover, the solution simplifies the rollout of new security patches and new versions of software.

### tesa Bandfix AG at a glance:

One of the leading global producers of adhesive tape and self-adhesive labels

#### ■ Industry:

Consumer products

#### ■ Location:

Switzerland

#### ■ Products and Services:

Novell ZENworks Configuration Management

#### ■ Results:

- Reduced installation time for workstations by more than 30 percent
- Achieved complete installation of Novell ZENworks Configuration Management and ENGL Imaging Toolkit, including all necessary operating system images, drivers and software packages for the Vista rollout in six days
- Completed full rollout of 120 new computers in just 20 days
- Accelerated rollout of software fixes, reducing burden on IT support staff

**“The NEXPERT solution based on Novell ZENworks Configuration Management met all our functional requirements, and had the added benefits of being less complex and less costly than alternative solutions.”**

**Gerhard Peer**

CIO

tesa Bandfix AG

**“Novell ZENworks Configuration Management enabled a very smooth, low-risk migration and gave us a central point of control, saving significant time and effort.”**

**Gerhard Peer**  
CIO  
tesa Bandfix AG

[www.novell.com](http://www.novell.com)

“The NEXPERT solution based on Novell ZENworks Configuration Management met all our functional requirements, and had the added benefits of being less complex and less costly than alternative solutions,” said Gerhard Peer, CIO, tesa Bandfix AG. “The rollout of the new Vista desktop environment took just six days, with minor issues rapidly resolved by the NEXPERT consultants.”

Deploying the Vista images across 120 computers, with all applications automatically pre-installed using ZENworks Configuration Management and ready to run, required only two tesa Bandfix staff. Setting up each new computer from “bare metal” to a ready-for-use working environment took less than two hours and required no user intervention. This compares very favourably with the manual approach previously employed by tesa Bandfix, which required more than three hours and significant user input simply to install the base system.

“The combination of Novell ZENworks Configuration Management and ENGL Imaging Toolkit accelerated the rollout of our new desktop environment and minimised the manual workload,” said Peer. “NEXPERT came up with some creative approaches to smooth the migration process and reduce risk, and their high level of know-how for the Novell software was a definite advantage.”

Now that the Vista landscape is fully operational, tesa Bandfix is using the Novell solution to manage application and operating system updates and fixes. The solution also offers easier support and faster problem resolution thanks to its integrated remote management capabilities.

## Results

The combination of Novell ZENworks Configuration Management and the scripting functionality provided by ENGL Imaging Toolkit enabled tesa Bandfix to complete its rollout of Microsoft Vista 30 percent faster, with far less effort, at lower risk and with improved quality compared to the manual installation alternative.

“With the Novell solution from NEXPERT, we were able to build and test our master Vista image, then push it out to the new machines in a controlled deployment,” said Peer. “Novell ZENworks Configuration Management enabled a very smooth, low-risk migration and gave us a central point of control, saving significant time and effort.”

As well as delivering the expected boost to the migration process, the Novell solution continues to simplify and accelerate the management of the company’s desktop environment. tesa Bandfix uses Novell ZENworks Configuration Management to test new security patches and application updates centrally, resolve any issues, then push them out across the network.

“Novell ZENworks Configuration Management gives us powerful tools to manage and control the desktop environment, helping us to keep users secure and productive,” said Peer. “By enabling the centralisation and automation of most desktop management tasks, the Novell solution also simplifies this area of the IT support workload, freeing up staff resources to focus on other topics.”



### For More Information:

To read more customer success stories, visit: [www.novell.com/success](http://www.novell.com/success)

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

**France**  
+33 1 55 62 50 00

**Germany**  
+49 211 56 31 0

**Italy**  
+39 02 360 46 335

**Netherlands**  
+31 10 286 44 44

**Poland**  
+48 22 537 5000

**Russia**  
+7 495 697 1914

**Spain**  
+34 91 640 25 00

**Sweden**  
+46 8 477 41 00

**Switzerland**  
+41 43 456 23 00

**South Africa**  
+27 11 322 8300

**United Kingdom**  
+44 1344 724 000

**Novell, Inc.**  
404 Wyman Street  
Waltham, MA 02451 USA

**NEXPERT**

**Novell.**