Schüco

Seeking to reduce the time spent on manual processes, cost and workload associated with managing its PCs, Schüco worked with Novell to implement Novell® ZENworks® Suite. Besides providing a global platform for client installation, the solution enables remote management of more than 3,000 PCs in 30 countries, and is saving the company up to €300,000 per year on software updates.

Overview
Schüco International KG is the world’s market leader in aluminium, steel, PVC-U and solar products for innovative building envelopes. With 5,000 employees and 12,000 partner companies in over 75 countries, Schüco provides state-of-the-art window and façade technology, energy efficient solar technology and individual consulting for architects, planners, investors and builders. Schüco strives to be the best network for the building envelope. The mission “Energy²—saving energy, generating energy” is at the core of these endeavors, implemented with heat insulation and building automation to lower energy consumption as well as photovoltaics, solar thermal energy and heat recovery to generate electricity, heating and cooling.

Challenge
Schüco’s IT infrastructure includes more than 3,000 PCs in 30 of the 75 countries in which the company operates. To ensure the security of the company’s network, these PCs are managed by the central IT department in Germany, which is responsible for all software installation and updates.

“We had no lean way of updating software on our PCs, which meant that we had to bring each machine to a major location and support centre to be installed or updated,” said Wolfgang Berchem, Head of IT Information Systems Department at Schüco. “This was extremely expensive and slow, and created too much manual work for both IT staff and end-users.”

The problem became particularly acute when the company needed to deploy new versions of client software like antivirus clients, the SAP® GUI, and Network Access Components. These business-critical applications are constantly in development, and new versions are released regularly. Performing a full global rollout could require up to 250 man-days of work—and by the time it was finished, a new version of the software would often be ready for release.

Solution
Schüco wanted to find a way to fully manage and automate software deployment for its PCs, and began evaluating solutions from numerous vendors.

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Mr. Steffen Stelter
Project Leader—Desktop Management
Schüco

Schüco at a glance:
‘Energy²—saving energy, generating energy’

Industry:
Construction
Location:
Germany
Products and Services:
Novell ZENworks Suite
Novell Consulting,

Results:
– Saved up to €300,000 per year on global software deployments
– Increased speed of software rollouts by a factor of 10
– Reduced installation time for new PCs by a factor of 10

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“Compared to all the leading solutions we looked at, including Microsoft* SMS, Altiris*, NetInstall* and many others, Novell ZENworks had much better support for management of geographically dispersed systems, which made it the perfect choice,” said Steffen Stelter, Project Leader—Desktop Management at Schüco. “We were also highly impressed with the expertise of the consultant from Novell—he helped us to work with stakeholders from across the business to develop a solution that is completely aligned with our needs.”

The implementation of Novell ZENworks Suite was part of a major standardisation project across the company’s entire IT infrastructure. When the project was complete, Schüco had created a range of standard PC core profiles. These can now be deployed remotely via Novell ZENWorks, eliminating the need for IT staff to be physically present when a new machine needs to be installed.

The creation of standardised images also has other benefits: each image is rigorously tested to ensure that it is stable and secure. This provides a level of confidence in the IT infrastructure which was impossible to achieve when each machine on the network had a unique configuration.

Results

Once the Novell ZENworks deployment was completed, Schüco ran a number of tests to measure the success of the project.

“We spent a lot of time on the standardisation process, the creation of the images and the installation of Novell ZENworks—so it was very important to us that the project would provide a measurable reduction in total cost of operations,” said Wolfgang Berchem. “We were delighted to find that Novell ZENWorks was delivering an immediate return on investment.”

Automation has reduced the time it takes for IT staff to provision new PCs by a factor of ten, and remote access has eliminated the need to travel, saving significant time and costs. A new system can be set up automatically in less than one hour—as opposed to the three hours previously required—helping new employees get online more quickly, and boosting productivity.

The same factors have enabled software updates to be rolled out ten times faster, realising enormous operational cost savings. The company had a target of achieving savings of between €200,000 and €300,000 per year on software deployments—and hit this target after only its sixth software rollout.

“We use Novell ZENworks for more than just imaging and software distribution,” said Stelter. “It also enables us to provide remote IT support and gain accurate inventories of all our IT assets. As well as the material benefits, there are also important intangibles: by eliminating the mundane deployment tasks, Novell ZENworks gives IT staff more time to spend on interesting and challenging tasks required by the business.”

For More Information:

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