



## Raymond James

### Helping a Financial Leader Succeed

#### A Variety of Desktop Uses

Founded in 1962, Raymond James is now one of the largest financial services firms in the United States. With its international headquarters based in St. Petersburg, Florida, Raymond James has approximately 5,000 financial advisors in more than 2,200 locations throughout the United States, Canada and overseas. All of this keeps the Information Technology department at Raymond James exceptionally busy patching, updating and repairing nearly 13,000 desktops.

To accurately and efficiently manage such a large number of PCs, Raymond James implemented LANDesk® Management Suite in 1998. “At the time, we were not using anything for desktop management,” recalls Andy Nosal, Raymond James’ supervisor of LANDesk operations technical services. “We primarily brought LANDesk® software in for asset management and software distribution. From there, our usage started to grow, and remote control became one of the most commonly used LANDesk Management Suite features.”

Over the years at Raymond James, the subdivisions of the IT department have found that LANDesk Management Suite makes their job easier in a number of ways: 1) The Workstation Asset Management department uses inventory information gathered and maintained by LANDesk Management Suite to monitor software license compliance; 2) the Desktop Solution Department distributes the company’s software packages and security patches using LANDesk Management Suite’s software distribution feature; and 3) technicians in the Workstation Support and Tech Training Support departments use the solutions remote control feature to repair machines or assist with training. “Since the first of this year, we have distributed more than 53,000 software packages,” says Nosal. “And as of August, I estimate that LANDesk Management Suite’s software distribution and remote control features alone have saved our organization \$1.167 million! Anytime you can show that the Information Technology department is saving money rather than simply being overhead, it’s a good thing.”

#### Business Needs

- Secure, efficient systems management for national locations of Raymond James Financial.

#### Solution

- LANDesk® Management Suite

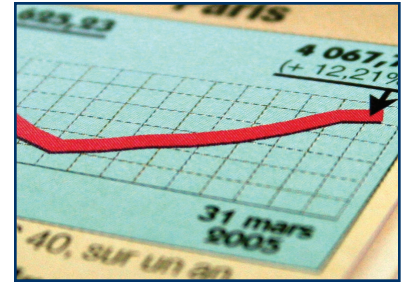
#### Business Benefits

- Software distribution and remote control features have saved the company nearly \$1.2 million.
- Real-time system information, remote control and screen draw tools cut tech support calls by up to 50 minutes each.
- Quick software distribution helps keep financial reps up-to-date with the latest security patches and in-house solutions.

## Strong, Flexible Management

With such heavy daily usage, LANDesk® Management Suite's easy-to-use, scalable desktop management capabilities have proven their value to Raymond James time and time again. However, there was one particular situation—Nosal calls it “Black Friday”—in which the solution really came through for the organization.

“We have an in-house software product which is used to support our Financial Advisors,” says Nosal. “But the downside is that whenever there is an update, it has to be done at once—it can't be staggered. We had scheduled the update to happen on a Friday night and arranged for people to come in Saturday to test it. Well, Friday afternoon, we had major hardware problems with our core server and were unable to complete the software distribution. Unfortunately, the server side was already committed when this happened; there was no turning back. So we took a regular 500 MHz desktop PC, installed the LANDesk Management Suite software and turned the PC into a temporary core server. We were then able to distribute the software to 4,000 machines using the temporary server. This is a good example of how strong and flexible LANDesk Management Suite is. Otherwise, the technicians would have had to manually install the software onto the 4,000 machines.”



*“Since the first of the year, we have distributed more than 53,000 software packages. And as of August, I estimate that LANDesk® Management Suite's software distribution and remote control features alone have saved our organization \$1.167 million! Anytime you can show that the Information Technology department is saving money rather than simply being overhead, it's a good thing.”*

— Andy Nosal

Supervisor of LANDesk Operations

Technical Services

Raymond James Financial