



Honeywell

Streamlined IT Support

Successful IT Department Mergers

Honeywell is a technology and manufacturing leader that employs around 120,000 people in 95 countries worldwide. Its business extends from aerospace products and services through control technologies for buildings, automotive products and power generation systems, to speciality chemicals, fibers and plastics.

Following a merger with AlliedSignal Inc. in 1999, the new Honeywell restructured both companies' IT departments. One of the key projects within this process was the move towards centralized helpdesk services for Europe, the Middle East and Africa (EMEA). In order to make this feasible, Honeywell decided to introduce LANDesk® Management Suite throughout the EMEA region.

Centralized Control of 17,000 Machines in 43 Countries

“With around 300 sites to support in 43 countries, we were looking for a remote management capability that would allow us to centrally control a network of 17,000 machines,” explains Roy Copping, manager of Distributed Computing, Technology Standards and Planning for Honeywell EMEA.

“LANDesk Management Suite had already been successfully deployed on 30,000 desktops in our U.S. operation, so we knew it could do the job in terms of performance and scalability. We also had experience of using it in three EMEA locations.”

Reducing Desktop Visits by 75 Percent

Remote control is critically important to Honeywell's desktop support strategy. Many of the company's larger sites provide helpdesk and onsite services to an average of eight to 10 smaller ones. Some of these sites are located up to two hours' drive away from the main office. Distance can even be a problem on single large sites, such as chemical plants, where it may take an engineer 15 minutes to reach an employee's desk.

Honeywell chose to install LANDesk® Management Suite servers in 31 main sites in EMEA, known as “clusters.” This allows the Honeywell helpdesks to fix the majority of desktop problems remotely in the smaller sites. The LANDesk® solution has had a dramatic effect on helpdesk productivity. Darren Wright, a technical architect in Distributed Computing, Technology Standards and Planning, says, “We are seeing a huge reduction in the amount of travelling time for local technicians. The cluster in Brussels, Belgium supports five smaller sites as well as the European headquarters. Before we deployed LANDesk Management Suite, an engineer would visit each site for a full day each week. Now, on average, an engineer visits once every four weeks. Brussels is handling all other problems remotely.”

Business Needs

- Remote control to improve help desk efficiency and reduce desktop support costs.
- Better inventory management for 17,000 PCs.
- More efficient software distribution.

Solution

- LANDesk® Management Suite

Business Benefits

- Reducing engineer travel time increases help desk productivity.
- Decreasing travel expense and network downtime results in IT support cost saving.
- Realize immediate ROI by implementing a Pan-European asset database to streamline “technology-refresh program” and “software upgrades”

Reducing Downtime and Gaining Efficiencies

“We want to eliminate visits to the desktop whenever possible,” Roy Copping continues. “LANDesk® Management Suite plays a major role here by allowing us to solve problems remotely. This improves our efficiency and the quality of service we offer to our customers.”

Longer-term, first-line desktop support in EMEA is being transferred to a “virtual” help desk service located in Belgium, France, Germany or the UK. With the help of LANDesk Management Suite, Honeywell aims to solve 70 percent of all problems logged by the helpdesk on the first call. “We are trying to achieve the helpdesk’s ‘holy grail’ of increasing the productivity of our technicians without increasing our support costs,” says Copping. “The LANDesk® solution is one of the main tools being deployed as part of our pan-European strategy to reach a 30 to 40 percent improvement in the ratio of PCs-to-technician support.”

Inventory Control Proves to be a Real Asset

Inventory control is a key area in which LANDesk Management Suite has quickly proved its worth. Before deploying the LANDesk® solution, Honeywell had no single, consistent source of information about the hardware and software used on an estimated 10,000 PCs and 7,000 laptops in EMEA. Yet there was an urgent need for a more streamlined asset management system for projects such as software upgrades that often require specific hardware configurations.

LANDesk Management Suite offered an ideal solution. Honeywell has used it to create a full database of each country’s assets in a standard format, giving help desk teams instant access to whatever information they need. Regional databases have also been combined into a single datamart for the whole EMEA region. This, says Roy Copping, allows Honeywell to manage its vast distributed network from a central point.

Software Distribution in Minutes

Belgium was one of the first countries to reap the benefits of this new system. A specific hardware configuration was needed for an upgrade to the SAP ERP application. Relevant details of PC readiness for the upgrade would previously have been gathered manually. The Brussels team used LANDesk® Management Suite to automate this task, then to distribute the new software to all suitable PCs. The upgrade went like clockwork. In fact, the process was so easy that the helpdesk even included one site not originally scheduled for upgrade.

Immediate Return on Investment

The LANDesk® solution is also transforming the management of Honeywell’s technology-refresh-program for PCs that runs on a three-year replacement cycle across all EMEA countries. Now helpdesk staff can identify almost instantaneously which machines are due to be replaced and where they are located.

The LANDesk solution has more than lived up to expectations during the deployment. Darren Wright has been particularly pleased with its ease of use—an intuitive design and interface have reduced training for local helpdesk teams from days to hours. “This is good news for the deployment team because it means that local staff can complete their installations while we move on to the next site,” he reports. “It also means that each country can start to get a return on the investment immediately.” The last word goes to Roy Copping: “There was never any doubt that LANDesk® Management Suite could deliver the functionality we needed. As the LANDesk solution comes on-stream across EMEA, we are ramping up to exploit it to the full and achieve our targets for efficiency gains, cost savings and improved customer service.”



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