



## Miami Herald

### Stop the Presses—Hold the Front Page!

At the Miami Herald, breaking news stories mean reporters are focused on deadlines. So when the IT department rolls out new software, there's not much room for downtime. To manage its heterogeneous network, the newspaper implemented LANDesk® Management Suite for a newsworthy solution.

#### Seeing Deadline-Driven Results

With 1,700 desktops — including both Windows\*-based and Macintosh\* personal computers — spread across eight main bureaus (in addition to an 800,000-square-foot main plant), the Miami Herald's IT project specialist, Manny Ferro, and his team always have plenty to do. "We administer antivirus software throughout the enterprise all the way from the gateway to the desktop," he says. "We administer the asset inventory for our PCs and Macs. And we perform the major hardware and software rollouts for the company. As a newspaper, security is also a huge issue because the Miami Herald is widely read outside of South Florida, and we are open to exposure throughout Latin America.

Ferro began working with LANDesk Management Suite in 2001 to help the Herald's departments create more precise yearly budgets and manage valuable technician resources. "Staff resources are always an issue, and if we needed to deploy software, we didn't have days or weeks to do it," explains Ferro. "With LANDesk Management Suite, when someone calls the help desk, we can now remotely see if someone is running out of disk space or rule out other potential problems. A lot of our problems can now be fixed right over the phone—I would say LANDesk Management Suite saves all the technicians combined about three hours per day. We have also benefited from the tight integration of the LANDesk Management Suite tools. These have reduced the time it takes to close trouble tickets, and as a result has increased user satisfaction. In this business, as much as we can do behind the scenes without disrupting the workday is a big plus."

#### Fast, Accurate Asset Management

Before implementing LANDesk® Management Suite, Ferro explains that they would buy and estimate licenses based on headcounts. "Because not all our employees have computers, some have more than one, and many share computers, it did not make sense for us to make licensing decisions based on head counts. We needed a product that would give us real numbers and LANDesk Management Suite has helped us remain compliant on our software. Another benefit of an accurate workstation count is that now we have a tool to prevent us from buying unnecessary licenses. We plan to use LANDesk Management Suite to estimate the cost of upgrading under-powered machines to support Windows 2000."

#### Business Needs

- Efficient, integrated systems management for the Miami Herald's heterogeneous network.

#### Solution

- LANDesk® Management Suite

#### Business Benefits

- Accurate workstation count prevented buying unnecessary software licenses, while remaining compliant.
- Quick software package creation and distribution helped keep the Herald's system protected from security threats.
- Remote control capabilities corrected problems by phone—saving time, and money with limited help desk resources.

Ferro adds that with security threats pressuring the Herald's system, he did not have a reliable way to update or quickly deploy hot fixes until he deployed LANDesk® Management Suite. "We can set up a distribution package and deploy it through LANDesk Management Suite," he says. "Recently, Microsoft sent out a security alert, we built a package and quickly had 83% of our machines patched. This was a great comfort to management to know that the system was secure. In the past, it probably wouldn't have happened. If it was a crucial upgrade, we'd have to visit every desktop which was much more painstaking. Or, we might have sent the upgrade via email and then expect the user to install it. Usually they wouldn't do it—and if they did, the user would create another problem that we then had to fix."

## Seamless Profile Migration

As the Miami Herald continues to find new ways to improve user satisfaction and leverage assets, Ferro says that the daily publication is looking forward to expanding its remote control and software distribution capabilities to its Macintosh environment. "We're hoping the added license monitoring capabilities provide us with a tighter control of our applications," he says. "We also feel that the profile migration component's ability to store the user's data, preferences and settings and then migrate these over to a new box will save us a lot of time and minimize problems. This should keep our users happy by reducing their downtime—because we'll be able to easily carry over their old settings and preferences."



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— Manny Ferro  
IT Project Specialist  
Miami Herald