

Super Cheap Auto Group

Accelerated Growth with a Lean IT Team



Business Needs

- Keeping multiple outlets connected through a single software source
- More centralized PC support in a distributed environment

Solution

- LANDesk® Management Suite
- LANDesk® Security Suite
- LANDesk® Antivirus
- LANDesk® Server Manager
- LANDesk® Service Desk

Business Benefits

- Time taken for software upgrades reduced from months to days
- Cost savings and IT support efficiency gains
- Ease of integration for existing IT platforms and flexibility for future growth

A Growing Business

With more than 300 stores across Australia and New Zealand, and nearly 5,000 team members, the Super Cheap Auto Group Limited (Super Cheap Auto) has grown to become one of the largest retailers in the region.

Since its establishment in 1972, Super Cheap Auto, a specialty retail company, has expanded its footprint to comprise three businesses: Supercheap Auto for automotive spare parts and hand and power tools; BCF, which sells boating, camping and fishing equipment; and Goldcross Cycles, which specialises in selling cycles and cycling equipment. The company has also established product sourcing offices in China.

Complex IT Environment

The success of the Super Cheap Auto business depends on offering the best customer services at the best value. The company prides itself in its ability to help find the right and most cost-effective products for its customer base.

To ensure the smooth functioning of its businesses and to manage its core IT operations, Super Cheap Auto had put in place a number of technologies and software from different vendors. These technologies connected EFTPOS machines and nearly 3,000 desktops and laptops, operating across its retail and warehouse outlets, with Super Cheap Auto's main headquarters in Brisbane, Australia.

This proved to be an expensive exercise as separate company team members with different skill sets were required to maintain the different technologies; creating a complex IT environment. IT issues had to be addressed manually or over the phone, creating a time-consuming and complex audit trail. At times, issues could only be resolved by physically sending a specialist from the head office to look into the problem, adding to delays in attending to customer needs.

Streamlining Business Processes

With the core hub of its IT operations in Brisbane, Super Cheap Auto needed to upgrade its infrastructure so that its IT processes were streamlined and easily manageable (both remotely and physically) amongst all its retail, sourcing, and warehousing outlets.

“We wanted our businesses across Australia, New Zealand, and China to be connected to a single, consistent IT suite that is simple to run yet effective,” says Phil Harrys, Technical Services Manager, Super Cheap Auto Group Ltd.

The Right Fit

In order to consolidate to one software platform, Super Cheap Auto invested in a range of LANDesk® software solutions. The company found that LANDesk had the right mix of software that offered the functionality it needed to integrate all its IT operations. The software also provided the company a good fit for future expansion plans.

“It made technical and economical sense to go with one vendor to meet all our software needs,” Harrys says. “We needed to get an accurate understanding of the what, when, and why behind the functioning of our machines and the software. With LANDesk, we get instant access to all this information without physically having to go from one machine to another.”

The LANDesk implementation comprised of three core components: systems, security, and service management. These components are all designed to help Super Cheap Auto's support team to manage its extensive computing and IT environment—quickly, efficiently, and easily.

The systems component consisted of implementing LANDesk® Management Suite to control its entire software distribution and manage any configuration management processes. To protect its systems and keep up with security patches and virus updates, Super Cheap Auto installed LANDesk® Security Suite, LANDesk® Server Manager and LANDesk® Antivirus.

In order to seamlessly integrate enterprise, desktop, laptop, and network management systems, LANDesk® Service Desk was installed. This solution combines best practice (ITIL®-verified) processes to provide more efficient and higher quality problem solving; providing self-service to help users help themselves.

Productivity Boost and Lean IT Team

Since implementing LANDesk solutions, Super Cheap Auto has been quick to benefit from the various capabilities. The software system was up and running in just eight weeks.

“Within a month of getting LANDesk, we had to do a configuration change for about 2,000 machines for our point of sale systems, which are critical to our main revenue stream,” says Harrys. “Previously, it would have been a manual process and taken two and half months to roll out. With LANDesk, this was done in five days.”

Now, when users at Super Cheap Auto experience IT issues, the remote control capabilities in LANDesk Management Suite and LANDesk Service Desk have made it easy for the company's IT help desk to quickly resolve the issues. This is critical when point of sale systems go down, as any delays could affect the revenue stream. It has also allowed other high-level IT team members, who previously had to look after some of the issues, to focus on the company's larger development implementation projects, getting more out of their valuable skills.

“The benefit of using the LANDesk® suite is that we can get any software patches, issues, or updates fixed much faster than before. It has also helped us run a much leaner and efficient team,” says Harrys. “As we expand the business and have more stores, registers, desktops, and laptops to look after, being able to do things efficiently makes a big difference.”

Future Growth on a Strong IT Foundation

“Every business needs a strong foundation and the LANDesk suite of products has helped give Super Cheap Auto a robust IT foundation. The support we received from LANDesk has been great as they have helped us get some pretty huge challenges over the line. They were attentive to our needs and resolved to help us whenever any issues arose,” Harrys says.

Super Cheap Auto continues to grow and invest in its use of LANDesk offerings. “We are a constantly expanding business and always looking to acquire new businesses to add to our growing retail brands,” says Harrys. “Since partnering with LANDesk, it has made it easier for us to integrate new businesses into our existing IT operations.”

Harrys' advice to other companies looking to implement similar software is: “Spend the time building detailed requirements documents that cover all your hardware and software specifications. It's almost like a checklist that helps you work better with your technology partners to implement the strategy that best fits your business.”



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