



**Profile**

One of Germany's leading motor vehicle claim management specialists

**Company**

carexpert KFZ-Sachverständigen GmbH

**Location**

Walluf, Germany

**Industry**

Motor vehicle experts

**Website**

www.carexpert.de

**Solution**

- LANDesk® Management Suite
- LANDesk® Cloud Services Appliance

**Key Benefits**

- Cost and time savings
- High flexibility
- Central management console
- User-friendly interface
- Remote control of external clients
- Low customization effort required
- Fast to implement

## Keeping Endpoint Devices Up to Date throughout Offices and in the Field

### Overview

Founded in 1994 by several large vehicle insurance companies in Germany, carexpert KFZ-Sachverständigen GmbH is a leading organization of vehicle experts that offers a wide range of services nationwide relating to damages to motor vehicles. In the field of damage assessment, appraisal, evaluation and claims management the company is an important partner for insurance companies, leasing companies, fleet owners and private customers.

Most of carexpert's employees work in the field and only occasionally connect to the company network, usually from their home office. To support these users, carexpert maintains a support hotline that operates according to ITIL (IT Infrastructure Library) best practices.

### Challenge

"Our users expect us to keep their endpoint devices up-to-date at all times and, in case of a problem, to get their devices up and running again as quickly as possible," reports the Team Leader of IT Development and IT Operations at carexpert. "We even grant an SLA for resolving problems within 24 hours."

It's no secret that strict service desk standards like these can only be met using an efficient client management solution. Initially carexpert was looking for an out-of-the-box solution for all aspects of its client management. The solution had to offer intelligent distribution mechanisms for employees using narrowband connections. In addition, it needed to simplify the planned migration to Windows 7.

### Solution

During the evaluation of available products, the company had taken a closer look at several client management tools. In addition to LANDesk, carexpert considered other solution providers on the market. The company finally chose LANDesk® Management Suite, since it covers the entire range of functions it required, yet with low IT infrastructure requirements. The comprehensive solution from LANDesk, required only minimal customization work.

With the LANDesk implementation, software distribution and patching run unobtrusively in the background. Patches to the field staff's systems are dispatched centrally and connect to the operations center at least twice per day. The LANDesk task is processed in the background while synchronization is running. This ensures that carexpert's employees stay current with the latest software updates without interfering with their day-to-day work.

The staging functionality in LANDesk has proven to be very useful during the rollout of Windows XP Service Pack 3. "Ninety percent of our field staff uses DSL to connect with our headquarters; the remaining 10 percent can only connect via ISDN," says carexpert. "Therefore, LANDesk's capability to submit SP3 piece by piece without interruptions came in very handy for us."

In the coming weeks and months, carexpert will migrate the devices of its employees in the offices and the field to Windows 7. Approximately 400 endpoint devices will be equipped with the latest Microsoft software in this process. In the summer of 2010, carexpert switched to the current version 9 of LANDesk Management Suite to prepare for this migration project. The upgrade to version 9 was an important step, since this version not only supports Windows 7, but also offers hardware-independent imaging. This enables IT staff to conveniently integrate all of the drivers for the required device types as add-ons, thus saving significant manual work, time and cost.

carexpert relies on the LANDesk® Cloud Services Appliance (formerly LANDesk® Management Gateway) to remotely maintain the endpoint devices of its field service partner companies. This appliance enables remote control of non-company clients across firewall boundaries. In addition, it features remote control software that is optimized for narrow bandwidths. This enables carexpert's IT support to connect to external endpoint devices without any problems.

carexpert was also very pleased with LANDesk partner Five(9)s who offered consulting and support during the implementation.

## Results

"LANDesk Management Suite meets all of our desktop management requirements," carexpert explains. "LANDesk offers optimum software support for our IT staff rather than sneaker network administration. It was great that the features for software distribution and support required only minimal training thanks to the user-friendly central console. Furthermore, the LANDesk Cloud Services Appliance increased the reliability of external devices significantly." For this reason, carexpert considers itself well prepared for the migration to Windows 7.

Another planned IT project is the discovery of endpoint devices. LANDesk® Mobility Management, which integrates seamlessly into LANDesk Management Suite, is the tool carexpert relies on for this task. The open interface and expandability of the LANDesk solution is another advantage. carexpert is also currently working to set up a CMDB (Configuration Management Database) with LANDesk as the data source. And based on a recommendation by Five(9)s, carexpert will use the Managed Planet data translation services add-on available through LANDesk that extends LANDesk data and functionality to support key customer initiatives. This is only one of hundreds of add-ons available for LANDesk solutions.



*"LANDesk provides optimum support for desktop management in our IT infrastructure. It is clearly the right product, and with Five(9)s we know we have the right partner to implement it."*

— Team Leader  
carexpert

LANDesk Germany GmbH  
Herriotstrasse, 5  
D-60528 Frankfurt  
Tel: +49 (0)69 941757-0  
Fax: +49 (0)69 941757-40  
www.landesk.de

five(9)s GmbH  
Hinter den Höfen 8  
34292 Ahnatal  
Tel.: +49 (5609) 8090 265  
Fax: +49 (5609) 8090 266  
www.five9s.de

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