



## Eurofins

### Grows Stronger with LANDesk

Eurofins—one of the world’s largest laboratory enterprises and one of the strongest players in the Nordics countries—acts in a market that is driven by tough competition. Reliable IT systems are crucial to the company’s ability to keep its leading position in the marketplace. As a result, the single most important responsibility of the IT department is to run the IT system that supports user requirements in the best possible way.

LANDesk® Management Suite is one of the IT department’s most important applications. The LANDesk® solution makes it possible for the three-man department to support Eurofins’ 420 employees in Scandinavia and to distribute software to 600 PCs localized in different labs in Denmark, Norway and Sweden.

“A modern lab is a high tech company. Our employees are unable to do anything without a PC and therefore one of our most important jobs is to reduce downtime on the IT equipment as much as possible. For every second a PC is down, we lose valuable time, which is reflected directly on the bottom line,” says Torben Christensen, IT manager at Eurofins.

#### Visible Cost Savings

Christensen is responsible for the small but highly efficient IT department located in Galten, Denmark. All support to the Nordic region is provided from this small town. The same goes for all software distribution, which is handled by a single mouse click.

“LANDesk® Management Suite is an invaluable tool to us. It provides us with a detailed overview of all clients and inventory which was previously unavailable. With LANDesk, we are able to support the users with the required attention. At the same time, the IT department has become more efficient and we are able to operate the IT system with significantly lower costs than before,” says Christensen.

The LANDesk® solutions replaced a rigid system that was unpopular among the users as well as in the IT department. Expensive, troublesome and user-unfriendly are the words Christensen uses to describe it.

“When a problem occurred on a PC, we first tried to guide the user over the phone,” says Christensen. “If this did not help, our next step was to start the car or refer the user to an external consultant. Alternatively, we asked the user to send the PC for external repair. We almost spent more time on the road than on the IT operation itself.”

#### Business Needs

- Better and quicker support from the small, centralized IT department to users all over Scandinavia.
- Efficient distribution of software and upgrades.
- Seamless integration and administration of the IT systems and users in the companies acquired by Eurofins.

#### Solution

- LANDesk® Management Suite

#### Business Benefits

- Reduced downtime significantly, which has increased productivity.
- Reduced central IT management costs by 30 percent.
- Increased confidence in the IT department from both management and employees.
- Based on the success in Scandinavia, the French headquarters of Eurofins has chosen to implement LANDesk as well. LANDesk is also being implemented in several European subsidiaries.

## Central Control, Local Support

Today, all information about the PCs is stored in one single database. If a user calls with problems, the IT department can easily identify the PC in the database and see what it contains.

“We take over the PC remotely and solve the problem immediately. By doing so, we have reduced downtime considerably and at the same time we have become much more visible in the minds of the users. They feel they have a local IT department, although we are sometimes several hundred kilometers away,” says Christensen.

Apart from support, Eurofins also uses LANDesk® Management Suite for software distribution which, according to Christensen, plays a central role in the IT department. The ability to distribute software to many PCs from a central console saves a lot of time and improves flexibility, which is more than expected.

“When the installation package has been built, we only need to drag and drop the package to the PCs that need the new software. It is extremely simple. Software upgrades used to cause concern in the management team because they often resulted in loss of work time. With LANDesk, the updates are run in the background on the clients and the employees can keep working without noticing anything,” says Christensen.

## ROI in One Day

Eurofins implemented LANDesk® Management Suite in 2001. The company chose LANDesk after careful research and presentations of both Tivoli Systems and Computer Associates. However, according to Torben Christensen, these two solutions required too many changes in the infrastructure as well as considerable know how.

## European Implementation

The management of Eurofins’ international organization has followed the development in the IT department in Galten closely. As a direct consequence of the positive results obtained with LANDesk in Scandinavia, the French headquarters has implemented LANDesk® Management Suite, and the solution is being rolled out in several European subsidiaries as well.

“The Danish IT department stands high in corporate’s favor. We have plotted the course for how you can run an IT department efficiently with very few employees. LANDesk Management Suite plays a major role in our success,” concludes Christensen.



*“LANDesk® Management Suite is an invaluable tool to us. We use LANDesk for remote support and software distribution. We save a lot of time and transport costs, and at the same time we have been able to assist the users much better than before. LANDesk has improved the image of the IT department, both in the management team and among the employees.”*

— Torben Christensen  
IT Manager  
Eurofins