



Kelly-Moore Paint

Broad Strokes in Improving Desktop Management

As the largest employee-owned paint company in the United States, Kelly-Moore enjoys a reputation as a leader and innovator in the paint industry. At its three state-of-the-art manufacturing facilities in California, Texas, and Washington, Kelly-Moore strives to set the industry standard for new product development and quality control while it manufactures nearly 20 million gallons of paint per year. To help it meet those high quality standards, Kelly-Moore has rolled out LANDesk® Management Suite to keep the workstations and users at those corporate facilities and district offices running at peak productivity.

Business Needs

- Improve the overall management of workstations distributed at its corporate manufacturing facilities and district offices.

Solution

- LANDesk® Management Suite
- LANDesk® Inventory Manager
- LANDesk® Antivirus

Business Benefits

- Reduced help desk problem resolution from minutes to seconds, allowing more time for personal customer service and training.
- Decreased the need to fly engineers to remote offices to troubleshoot and resolve computer issues.
- Simplified hardware preparations for Vista migrations, as well as created opportunities for volume discounts on hardware purchases.
- Reduced software licensing costs through accurate software usage and needs reporting.
- Simplified and improved antivirus efforts through centralized management of all deployed antivirus solutions.

A Higher Level of Personal Service

To better service and support the workstations at its manufacturing facilities and district offices, Kelly-Moore wanted a desktop management solution that would simplify remote troubleshooting, software distribution, and inventory management. The paint company had considered its other desktop management software, which it had been using at its retail locations, but after several problems with that solution the company decided to go a different direction for its corporate manufacturing facilities and offices.

“We had experienced way too many challenges with the previous desktop management software,” says Vojta Borovian, Corporate Desktop and Mobile Communication Manager at Kelly-Moore. “In as little as two months, we encountered more than 100 bugs with it. We burned through a lot of money trying to get it to work right, but with little success. We didn’t want to deal with those issues again at corporate.”

As a result, Kelly-Moore explored a number of other solutions, but after seeing LANDesk® Management Suite in action, deciding on a solution was easy. “LANDesk came on site to demo their solution and I was ecstatic about what I saw,” Borovian says. “We bought licenses for all of our corporate machines and had it deployed in as little as three weeks.”

Some of the primary benefits that LANDesk Management Suite has been able to provide Kelly-Moore are that it reduces help-desk call times, as well as cuts down on how often the company has to fly engineers out to its manufacturing facilities or district offices to resolve computer problems. “Each issue is different, but in the past a typical help desk call would take about 10 minutes to resolve, and now it takes seconds,” Borovian says. “Since we have the ability to solve problems so fast with LANDesk, we can spend more time with users, training them or asking them what else they might like help with.”

Borovian goes on to say, “Remote control with LANDesk Management Suite lets us do so much more than we could before. Almost any service call can be handled via remote control from anywhere at any time, inside or outside the network. It enables us to deliver the level of personal service our internal customers want and that Kelly-Moore takes pride in providing to all of its customers.”

Invaluable Inventory Insights

Another reason that Kelly-Moore can resolve computer user problems so much faster is that LANDesk® Management Suite and LANDesk® Inventory Manager provide the company with detailed information about the software, hardware, and OS on each computer. “When we respond to a call we know exactly what’s on that workstation,” Borovian explains. “As a result, we have more knowledge and confidence about what is really going on with that computer, enabling us to take the best corrective actions to solve the problem.”

The reporting in LANDesk Inventory Manager also gives Kelly-Moore insights on what new hardware it needs in order to improve performance or to prepare for upgrades in a way that saves the company money on hardware purchases. For example, Kelly-Moore has been able to get volume discounts when purchasing memory, since it has been able to easily obtain an overall report on exactly what machines needed more memory, instead of buying memory piecemeal.

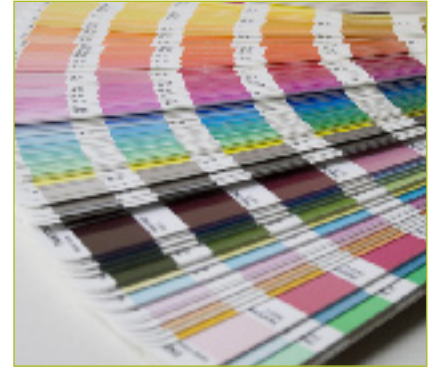
Inventory reporting from LANDesk Inventory Manager also simplifies the company’s efforts to prepare for migrating to Vista. “LANDesk has been great for helping us gear up for Vista,” Borovian says. “It provides us a built-in Vista readiness report that puts right at our fingertips which workstations are ready and which ones need upgrades.”

Additionally, the software license monitoring in LANDesk Management Suite enables Kelly-Moore to only have to pay for those software licenses it actually uses. “LANDesk lets us see what we need and use in terms of software, and whether we really need certain licenses,” Borovian says. “When budgeting for Office 2007, I could see what Office modules were actually being used and better determine whether to get the Basic, Standard, or Professional Office versions. It also gives me more confidence in our overall numbers, putting me in a better position to negotiate our licensing agreements. There is no question that LANDesk has really saved us money from a budgeting standpoint.”

Setting a High Standard for Desktop Management

Kelly-Moore also subscribes to LANDesk® Antivirus software to obtain the real-time, world-class virus protection that its workstations need. “We have a mix of LANDesk® and other antivirus software, but I use LANDesk to manage all of it,” Borovian says. “LANDesk Antivirus gives me a single console view of our entire AV status. I can quickly run a report on who has what and when they ran their latest AV scan. It lets me know exactly whether we have all the most recent definitions in place and that they’re working properly.”

For Kelly-Moore, it really all comes down to customer service, and the LANDesk® solutions have enabled its IT team to execute on those same set of customer service values throughout the company. “LANDesk has allowed us to be totally aligned with Kelly-Moore’s core customer service values,” Borovian says. “LANDesk has set a standard for what we now expect in a solution. It’s hard to find a partner that delivers at such a high level, but LANDesk certainly does.”



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— **Vojta Borovian**
Kelly-Moore Paint

Corporate Desktop and Mobile
Communication Manager

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