

## Pannone

### Simplified IT management and robust security help Pannone support rapid business expansion

#### Profile

Full service law firm for businesses and private individuals

#### Company

Pannone LLP

#### Location

United Kingdom

#### Industry

Legal

#### Solutions

- LANDesk® Management Suite
- LANDesk® Security Suite
- LANDesk® Antivirus
- LANDesk® Host Intrusion Prevention
- LANDesk® Management Gateway Appliance

#### Key Benefits

- Robust inventory management gives Pannone efficient control over complete IT estate as the number of PCs and laptops grows by 40% to support rapid staff expansion
- LANDesk deployment reduces desktop visits and increases call turnaround times dramatically
- 100% software deployment now achieved using remote control
- Single intuitive interface manages all LANDesk products from one console, saving time and money
- LANDesk Security Suite supports successful introduction of USB Lock Down and enables IT to manage the rising numbers of roaming employees securely
- Effective management of IT assets means Pannone can quantify risk, save money on licensing and protect the company's intellectual property
- Sales channel partner Pangea Systems' pure focus on LANDesk ensures deep technical knowledge and complete dedication to Pannone's business

#### Overview

Pannone LLP is a full service law firm serving businesses and private individuals around the world from its UK headquarters in Manchester. It has 355 lawyers, 110 partners and a total staff of 700. Pannone has a strong reputation for providing high-quality services to clients, a position acknowledged by the industry at large with recognition in *The Legal 500 Guide* and *The Chambers Guide to the Legal Profession*.

#### Challenge

When Chris Styles joined Pannone as Technical Systems Manager in 2004, the firm was growing fast and needed to find a more streamlined way to manage its rapidly expanding IT estate which, at the time, consisted of 500 PCs and laptops.

Chris takes up the story: "When I arrived, there was no real tool to see what our IT assets looked like and what software was installed nor could we perform remote software deployment and support. With rapid staff growth, the situation was becoming unmanageable; our support staff were heavily pushed out to users' desks rather than able to operate remotely. The primary drivers for using LANDesk were to cut incident resolution times by a reduction in desk visits."

Over the years, the LANDesk deployment has evolved to meet Pannone's continued growth, support its increasing security requirements and comply with the firm's corporate programme to reduce power consumption across the organisation. Pannone has actively embraced new product developments from LANDesk and, in October 2009, was the European test site for the latest release of LANDesk® Management Suite.

#### Solution

In 2005, Chris and his seven-person team first deployed LANDesk Management Suite for remote inventory and control giving them the capacity to monitor and manage every single asset in real-time and fix users' problems without physically having to visit hundreds of desks and wasting hours of valuable time.

At a glance, it is now possible to see everything from the number and type of machines available, the specific software installed to which employees are using them. Having a clear, up-to-date picture of IT assets means that the IT department no longer doubles up on equipment and licences and only buys what it needs. Pannone's support engineers can identify a fault and resolve it more quickly whenever someone calls into the helpdesk with a problem. They can also do repairs and install new software at any time of the day or night whether or not users are at their desks or the machines are even powered on.

Chris goes on to explain: "The impact that LANDesk Management Suite has had on our IT operations is remarkable and has yielded immense benefits from time and cost savings to increased productivity and happier users. The best part is that we can achieve all this from one easy-to-use interface."

Pannone then deployed LANDesk Security Suite as part of its forward-thinking strategy to secure the firm's growing number of IT resources and protect them from malicious attacks such as data leakage, viruses, malware and spyware, which could wreak havoc with confidential client files and potentially damage the business. It also took advantage of the patching ability of LANDesk Management Suite, predominantly to manage patches across Pannone's Microsoft operating system.

At the beginning of 2009, Pannone was looking for a powerful tool that could offer USB Lock Down and automatic encryption capabilities. At the time, LANDesk was looking for customers to trial the latest version of LANDesk Management Suite, release 9, which promised the advanced security functionality that Pannone needed. Pangea Systems, who deliver LANDesk® products, training and consultancy to Pannone, worked closely with LANDesk to secure a successful test site of the new product at Pannone in a live environment.

“USB Lock Down and auditing was the turning point for us. It prompted us to look at the LANDesk solution more seriously and invest further in LANDesk technology to support our business. We were the only customer outside North America on the beta programme but were impressed when LANDesk flew over several people from Salt Lake City to do testing in a live environment. It showed real commitment and dedication. The whole project was a superb joint effort, Pangea, LANDesk and Pannone working together,” said Chris.

As part of the upgrade to version 9 of LANDesk Management Suite, Pannone purchased LANDesk Antivirus to leverage the strength of the firm’s existing Kaspersky Lab antivirus solution and LANDesk Host Intrusion Prevention to provide an extra layer of protection against potential security threats.

Recently, Pannone installed the LANDesk® Management Gateway Appliance to manage the IT equipment being used by an increasing number of employees having to visit client sites. The new product plugs into LANDesk Management Suite and allows Pannone to use any existing Internet connection to manage roaming users securely without the need for a dedicated VPN, leased line or server. “It also means that machines don’t have to come back to the office to be counted as part of the overall asset register. Everything can be done remotely, from Inventory, Patching, Software Installation and remote control so we don’t need to see the machine physically,” Chris added.

## Results

According to Chris Styles, LANDesk® software has brought tangible benefits: “We have noticed a dramatic increase in call turnaround times and a huge reduction of desktop visits. Most significantly, LANDesk provides us with a powerful commercial tool. By managing our IT estate effectively, we can quantify risk. By quantifying risk, we can focus on strengthening our areas of weakness and so protect not just our company data but the very foundation of our business.”

In the last five years, Pannone’s IT estate has risen from 500 to 700 PCs and laptops. Chris is convinced that the single management interface and flexibility of LANDesk technology have helped his team to create a smooth transition during a period of exponential growth. Add to this Pangea’s support and Chris believes he has a winning combination: “We have very good support from Pangea, nothing is too much trouble for them. They have close links with LANDesk, which means they can reach the right people straight away. Purely focused on LANDesk products, they have no distractions and are 100% focused on our business.”

LANDesk power management capabilities are helping Pannone to introduce new policies such as screen timeouts and automatic machine suspension and then prove how much power these new initiatives are saving. As a result, IT is proactively supporting Pannone’s corporate programme to reduce power consumption across the organisation and comply with ISO 14001 environmental sustainability targets.

Next on the agenda is the rollout of Pannone’s Microsoft Windows 7 and Office 2010 environment mid-2011 and Chris believes the LANDesk product suite can make this next major project a success. “We now use LANDesk for everything. The integration of all LANDesk products on a single console saves on time and training and it saves money.”

*“The impact that LANDesk® Management Suite has had on our IT operations is remarkable and has yielded immense benefits from time and cost savings to increased productivity and happier users. The best part is that we can achieve all this with a single click of a mouse and from one easy-to-use interface.”*

—Chris Styles  
Senior IT Manager  
Pannone

Visit [www.landesk.com](http://www.landesk.com) for more information.

To the maximum extent permitted under applicable law, LANDesk assumes no liability whatsoever, and disclaims any express or implied warranty, relating to the sale and/or use of LANDesk products including liability or warranties relating to fitness for a particular purpose, merchantability, or infringement of any patent, copyright or other intellectual property right, without limiting the rights under copyright.

LANDesk retains the right to make changes to this document or related product specifications and descriptions, at any time, without notice. LANDesk makes no warranty for the use of this document and assumes no responsibility for any errors that can appear in the document nor does it make a commitment to update the information contained herein. For the most current product information, please visit [www.landesk.com](http://www.landesk.com).

Copyright © 2010, LANDesk Software, Inc. and its affiliates. All rights reserved. LANDesk and its logos are registered trademarks or trademarks of LANDesk Software, Inc. and its affiliates in the United States and/or other countries. Other brands and names may be claimed as the property of others. LSI-0936-UK 1210 SL/DL