

## Case Study: Kingston University, London

### Managing More Computers in Less Time

Take a prestigious London University with around 22,000 students, and 3,000 staff split between seven faculties across four campuses, and match it up with a remote systems management solution that delivers complete flexibility across all levels, that is simple to implement and which ticks the myriad of boxes involved in the day to day running of such a diverse organisation. At first glance such a perfect marriage might appear the stuff of dreams, but for Kingston University the LANrev Client Management software package has consistently exceeded expectations at all levels.

With around 7,000 computers – 850 of which are Macs – LANrev has provided the University with a seamless cross-platform solution.

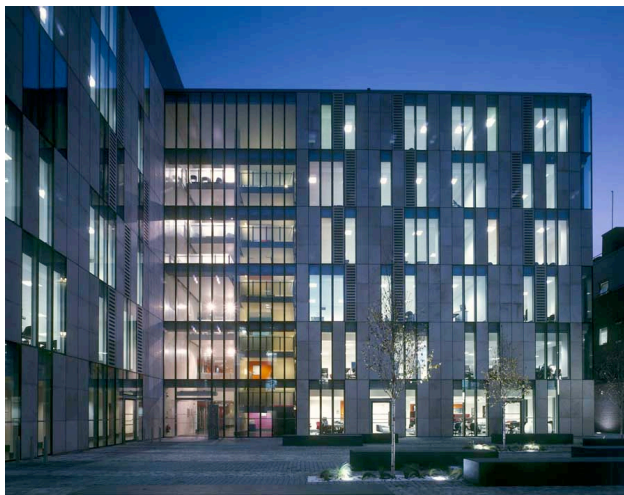
Dan Bolton is the University's Technical Analyst (R&D) and he admits to being initially sceptical about the huge range of features incorporated within the LANrev package: 'Not any more though,' explained Dan. 'It's not often that I get excited about a product, but this has met all our requirements and more for a scaleable, cost-effective solution that is incredibly flexible and simple to administer. We have also had excellent back-up support.'

So what are the attributes of LANrev that have made it such a perfect fit for Kingston University? The three words that sum up the LANrev solution are flexibility, manageability and simplicity. Having a huge menu of features is one thing, ease of application is often another. Kingston University has found LANrev easy to use and customise to their unique requirements.

The seamless cross-platform functionality has been a major bonus. Previously the University had no tools to enable their Windows Help Desk staff to effectively manage the 850 Mac machines: 'The Macs existed in an empty space scenario,' explained Dan Bolton. 'We struggled by with other tools but now with LANrev we have a cross-platform solution and the problems have been removed.'

#### Power Management - Saving Money and the Environment

Kingston University's machines work hard for their living – most of them are switched on for up to 12 hours a day with many of the open access on for 16 hours and even 24 hours at peak times. An increasingly relevant feature of LANrev is its Power Management facility: 'We are under increasing pressure to look at power usage on our servers and desktops, and with LANrev Power Management we are able to schedule machine shutdowns which are activated automatically,' explained Dan. The effect is that the cost per machine on implementing LANrev Power Management can be recouped over the course of a year in power savings, which is great for both the University and the planet.



*"LANrev is a desktop management solution that ticked all of our boxes. At long last we have a Mac desktop management solution that delivers a lower cost of ownership."*

Dan Bolton  
Technical Analyst (R&D)  
Kingston University London

## Inventory Management

Kingston University has already applied many of the other LANrev features, with more in the pipeline next year. Features presently in use include the Inventory management function. It enables them to plan their future purchasing and optimise value from discounting. LANrev keeps a record of when each individual machine was purchased – removing the need for IT staff to plough through endless invoices, wasting valuable time and impacting on other departments in the University.

## Automated Patch Management

In day-to-day usage software patches can be applied easily and remote machines re-configured without the need for the user to stop working. Another highly attractive feature to Kingston has been LANrev's ability to effectively apply its artificial intelligence to balance the load between servers across its numerous sites: 'This ensures we have no major bandwidth issues,' said Dan.

## Role Based Administration

For Dan Bolton the ease with which his technicians have adapted to LANrev has proved another big bonus: 'Our Help Desk needed us to adopt a centralised approach with an administrative hierarchy for our technicians, with different levels of access for users. This is a vital element for us and one that has been extremely easy to apply using LANrev,' he explained.

## Track Software Licence Compliance

Dan has already identified a number of other highly useful LANrev applications, which he plans to introduce in 2009. These include the License Management function, which maintains an accurate real time record of software licenses and usage: 'This is very important for us given our considerable licensing spend each year. It will calculate our precise needs and ensure we remain license compliant without overspending,' he added.

## Keep Track of your Computer Assets

Another function scheduled for implementation is LANrev's TheftTrack capability. In simple terms a machine that is removed without permission from any University site sends an electronic heartbeat to the University's server. When the computer is used information is returned 'to base' identifying the user. If the stolen laptop has a fitted camera it will automatically photograph the user and relay the image to the master server. In an organisation as large and diverse as Kingston University, thefts can have a significant financial impact.

In conclusion Dan Bolton has become an enthusiastic advocate of LANrev and is happy to give it the Kingston University, London seal of approval.

## About LANrev

LANrev was founded by industry veterans with a vision for comprehensive, yet simple systems management tools. Our mission is to develop software that supports modern, heterogeneous systems and networks, using platform-neutral functionality and adaptive architecture. LANrev empowers administrators without burdening them, by providing comprehensive management solutions that are both affordable and easy to deploy, configure, and maintain. This allows corporate, educational, and government enterprises to leverage their current infrastructure while offering higher levels of helpdesk service.

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