Client Management Tool for the Service Desk

# Mazda zooms

The European headquarters of Mazda has chosen to rely on baramundi technology for its Europe-wide client management

The Mazda Motor Europe GmbH, located in Leverkusen, is the headquarters of Mazda's operations in Europe. Its European dealership network is managed via 22 National Sales Companies (NSCs) the majority of which are linked with Mazda Motor Europe and Mazda Motor Logistics in Belgium. A large number of mobile employees also access central services via an SSL-VPN. A reliable IT infrastructure is essential to the success of Mazda's European operations and so too is an efficient client management system if users and workstations are to be administered across multiple European locations within a networked system.

Around the middle of 2008, the Service Desk of Mazda Motor Europe was faced with the problem of having to replace its existing client management tool. The new system needed to be able to meet both present and future requirements including scalability to upwards of 2000 clients, parallel operation during the migration phase in all network segments, and parallel operation of agents on the clients. Additional criteria included support from Wizards, a consistent variable concept for packaging and the option to install applications silently. Further stipulations were the ability to install applications via an interface, log-in capability for the installation user, multi-domain

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capability, and future-proof support of client and server operating systems, including 64-bit. Lastly, good manufacturer support was required, together with on-site support services where necessary. In conclusion, the Service Desk at Mazda Motor Europe had a very clear idea of what its ideal client management solution should look like.

**The requirements catalogue favoured baramundi.** There followed a thorough evaluation phase comprising a market analysis and a large number of in-house presentations by potential providers. Among the systems appraised was the baramundi Management Suite offered by Gib mbH and it was this system which was finally selected. GIb mbH is a local baramundi partner based in Düsseldorf which, as a certified Competence Centre, is capable of providing consulting, implementation and first-level support for baramundi products. As Leonard Williams, Head of the Service Desk at Mazda Motor Europe GmbH explains: »The decision in favour of the baramundi Management Suite was down to a number of factors and content-based functions as defined by us in the requirements catalogue – requirements which in our view were met by the baramundi solution«.

The baramundi Management Suite comprises components for hardware and software inventorization, patch management, software distribution and the installation of operating systems. The project for changing over to baramundi technology began in 2009 with a »gentle« migration involving parallel operation of the previous solution – Symantec LiveState Delivery – and the baramundi Management Suite. During this phase, Mazda Motor Europe GmbH relied on the external support of the GIb mbH to whom the following two assignments were given: the first assignment comprised the migration and update, for a fixed price, of all current application packages for all hardware platforms under Windows XP Service Pack 3. The second assignment comprised general support during set-up and operation of new structures at

the headquarters and for the ever-increasing number of NSCs. Expansion of the regional presence in Europe increased the number of NCSs to be managed by the Service Desk – and therefore also of clients – from 500 to more than 2000. At the same time the number of applications to be managed increased and a large number of languages also needed to be supported. All of these factors presented a major challenge to the Service Desk team who were nevertheless confident of being able to cope with every task with the help of the baramundi Management Suite.

**Europe-wide roll-out of Windows 7.** 2010 was marked by the roll-out of Windows 7 (x64), once the decision had been taken on whether to opt for



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Windows XP or Windows 7 and 32-bit or 64-bit. This roll-out took place with due consideration of the probable need to migrate the operating system again in the future, with all of the costs this would entail. For this reason and following examination of both new and existing hardware and the compatibility of the applications, the foundations were laid for the implementation of Windows 7 (64-bit). This will involve replacing the majority of existing hardware – more than 1000 systems, desktops and laptops. Full reinstallation with transfer of data was therefore required. Profiles were

created within the baramundi Management Suite for the small number of clients which urgently needed Windows 7 (32-bit). With the help of the baramundi solution, applications which are currently not capable of running under Windows 7 were installed on a virtual machine which in turn was also created on a Windows 7 (64-Bit) client with the baramundi tool. This application then starts window-less on a Windows 7 client.

The entire implementation of the Windows 7 roll-out – including operating system, drivers, application packaging and inventorization – was assigned to the GIb Competence Centre in Düsseldorf as part of a project lasting 14 man days. Manual roll-out, which predominantly involved the replacement of hardware, was performed by the small Service Desk team with minimal external support. Data was transferred in accordance with the peer-to-peer principle using baramundi Jobs. This project was also successfully completed in December 2010.

**Positive conclusion.** Following almost two years with the baramundi solution, Service Desk manager Leonard Williams is very positive about the results: »The baramundi Management Suite has proven to be the right choice. It has met our requirements and has proven its worth in practice in strategically important projects.«