

»»» Helping a Financial Leader Succeed



A Variety of Desktop Uses

Founded in 1962, Raymond James is now one of the largest financial services firms in the United States. With its international headquarters based in St. Petersburg, Florida, Raymond James has approximately 5,000 Financial Advisors in more than 2,200 locations throughout the United States, Canada and overseas. All of this keeps the Information Technology Department at Raymond James exceptionally busy patching, updating and repairing nearly 13,000 desktops.

To accurately and efficiently manage such a large number of PCs, Raymond James implemented LANDesk Management Suite in 1998. "At the time, we were not using anything for desktop management," recalls Andy Nosal, Raymond James' supervisor of LANDesk operations technical services. "We primarily brought LANDesk Software in for asset management and software distribution. From there, our usage started to grow, and remote control became one of the most commonly used LANDesk Management Suite features."

Over the years at Raymond James, the subdivisions of the Information Technology Department have found that LANDesk Management Suite makes their job easier in a number of ways. The Workstation Asset Management Department uses inventory information gathered and maintained by LANDesk Management Suite to monitor software license compliance; the Desktop Solution Department distributes the company's software packages and security patches using LANDesk Management Suite's software distribution feature; and technicians in the Workstation Support and Tech Training Support Departments use LANDesk Management Suite's remote control feature to repair machines or assist with training. "Since the first of this year, we have distributed more than 53,000 software packages," says Nosal. "And as of August, I estimate that LANDesk Management Suite's software distribution and remote control features alone have saved our organization \$1.167 million! Anytime you can show that the Information Technology Department is saving money rather than simply being overhead, it's a good thing."

Business Needs

- Secure, efficient systems management for national locations of Raymond James Financial

Solution

- LANDesk® Management Suite
- LANDesk® Instant Support Suite Pro

Business Benefits

- Software distribution and remote control features have saved the company approximately \$1.167 million as of August 2003
- Real-time system information, remote control and screen draw tools cut tech support calls by up to 50 minutes each
- Quick software distribution helps keep financial reps up-to-date with the latest security patches and in-house solutions

Strong, Flexible Management

With such heavy daily usage, LANDesk Management Suite's easy-to-use, scalable desktop management capabilities have proven their value to Raymond James time and time again. However, there was one particular situation – Nosal calls it "Black Friday" – in which LANDesk Management Suite really came through for the organization.

"We have an in-house software product which is used to support our Financial Advisors," says Nosal. "But the downside is that whenever there is an update, it has to be done at once – it can't be staggered. We had scheduled the update to happen on a Friday night and arranged for people to come in Saturday to test it. Well, Friday afternoon, we had major hardware problems with our core server and were unable to complete the software distribution. Unfortunately, the server side was already committed when this happened; there was no turning back. So we took a regular 500 MHZ desktop PC, installed the LANDesk Management Suite software and turned the PC into a temporary core server. We were then able to distribute the software to 4,000 machines using the temporary server. This is a good example of how strong and flexible LANDesk Management Suite is. Otherwise, the technicians would have had to manually install the software onto the 4,000 machines."

Powerful Instant Support

In addition to LANDesk Management Suite, Nosal points to the LANDesk® Instant Support Suite Pro solution as a powerful tool to gather real-time information and handle remote problem resolution. "With Raymond James branch offices throughout the country, it's a challenge to keep LANDesk clients updated and get accurate information for asset management," he says.

Nosal explains that working with Raymond James' independent Financial Advisors presents its own set of difficulties as their equipment is not standardized throughout the various business and home offices. "They each have different locations, firewalls, switches and hubs. And there can be many problems with that type of setup. LANDesk Instant Support Suite Pro was the ticket to get things up and running. Our technicians can help the financial representatives with training, repairing the desktop – whatever they need. Our technicians don't have to decipher what the person on the phone is seeing or tell the person how to do something; they can simply remote-control the machine and get it set up. Since implementing LANDesk Instant Support Suite Pro in mid-July, our technicians estimate that using the software has saved at least 50 minutes per call, per person."

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