



#### Profile

Largest suppliers of equipment hire in Australia with over 200 branches.

#### Industry

Retail

#### Network

Over 2,200 nodes under management, including:

- 750 Roaming users
- 2,200 Windows PCs
- 250 Windows servers

#### Solutions

- LANDesk® Management Suite
- LANDesk® Security Suite
- LANDesk® Service Desk

#### Key Benefits

- Consolidates IT Infrastructure for ease of management with limited staff.
- Replaces existing SCCM environment to reduce cost of ownership by over 50%.
- Reduces service requests through Service Desk ticket. Manage 2,000 employees with staff with five; ability to do more with less.
- Delivers a secure file integrity monitoring solution.
- A single point of resolution for support.

## Coates Hire

### Improved Management Processes Support a Streamlined IT Network

#### A Market Leader

Employing more than 2,500 staff and with over 200 branches and satellite locations, Coates Hire is Australia's largest equipment hire company. Established over 125 years ago, the company fulfills the equipment hire needs of its ever-increasing customer base, supplying a wide variety of sectors, including mining and resources, engineering and building construction, government, manufacturing and events.

Coates Hire is the core operating business under the Coates Limited banner. Its sister companies are Coates Offshore in the UK, which provides specialised equipment to offshore oil and gas operations, and Coates Hire Indonesia, which supports the mining and resource sector in the archipelago.

#### The Need to Streamline IT Resources and Operations

Coates Hire has made a significant investment to strengthen its IT network to support core operations, with multiple systems and software applications in place. However, it was important to ensure service management was efficient and streamlined to manage the organisation's current and future business requirements.

In addition, the company wanted to position itself to be able to cope with future growth. Coates Hire had experienced significant growth in recent years in supplying equipment to the mining and resources sector. The central Service support staff of six people covered tier 1-3 and was responsible for managing infrastructure for regional and remote sites across the country, supporting over 2,000 employees in 200 locations. It's safe to say that staff resources were routinely stretched.

"The business environment and disparate locations added to the complexity of the IT environment we had, and pushed home the need to streamline and structure our operations more efficiently," said Gerry Warren, IT Operations Manager, Coates Hire. "We also wanted to ensure our IT team was able to handle the demanding requirements of managing service centrally without being impacted by team members going on vacation or project resource demands."

#### The Right Solutions

In order to upgrade and consolidate its existing IT infrastructure and simplify the ongoing management of its current network, Coates Hire invested in a range of LANDesk® software solutions, such as LANDesk® Management Suite, to enable IT staff to flexibly manage Coates Hire's IT assets. Having everything running on one software suite reduced the pressure on IT staff, which previously had to use multiple systems and software to keep track of IT assets, licensing and servicing requirements.

To strengthen security, prevent data leakage and secure the network from online threats and malware, Coates Hire installed LANDesk® Security Suite. The company also deployed LANDesk® Service Desk to seamlessly integrate its desktops and laptops with its existing IT network management systems.

“It made business sense to go with LANDesk,” said Warren. “Its solutions worked out to be far more cost-effective for us to implement than the nearest competitors in the various technology streams such as Security and Service Management. We also knew that we could effectively integrate LANDesk solutions with our existing IT environment, making it easier for our team to handle IT queries or updates with less training required and a central, integrated console to manage from.”

Warren added that the LANDesk implementation process was simple and quicker than anticipated. “We were quoted eight weeks as a deployment timeframe from some competitor vendors we were considering, however the sheer ease of deployment of the LANDesk solutions meant that implementation was completed in three weeks.”

### Strengthening a Solid Business

Since implementing the LANDesk solutions, Coates Hire has seen significant productivity and efficiency benefits. Key among them was being able to collate and retain data easily to ensure IT processes were updated and running efficiently.

Due to the ease of integration of the LANDesk solutions, IT operations training has been simplified. As a result, all Coates Hire IT staff have the same skills and can support or fill-in for each other when required. This has allowed the current team to improve its field service by easing the demand placed on IT staff.

“The integration of the LANDesk solutions has definitely eased pressure on the IT department and offered the simplicity of use for all our IT team members. The IT team has become more agile and efficient, and this translates into cost savings of time and ultimately dollars,” Warren said.

### Robust IT Environment for the Future

Coates Hire continues to explore new opportunities for growth and advancement, and aims to carry on investing in its use of LANDesk solutions. “We would absolutely consider incorporating additional LANDesk services into future IT investment plans,” said Warren.

He continued, “LANDesk assisted with initial direction, strategic advice and gave guidance on cost management. It was also able to give us an accurate estimation of delivery time. What’s more, the LANDesk support team provided full on-call and on-site support throughout the implementation stage, which gave us more confidence throughout the transition.”

Warren offered advice to other companies looking to implement similar solutions: “Align your IT infrastructure and service support with the business needs and strategic plan early on in the planning process. Finally, trust your IT partner to steer you through the implementation process. Having a sound relationship with your IT vendor is paramount for any company implementing IT systems. In our case, we had excellent support and technical project management from LANDesk throughout.”

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— Mr. Gerry Warren  
IT Operations Manager,  
Coates Hire

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