



Hill International

Profile

Eighth largest construction management firm in the United States

Industry

Construction

Network

- 2,500 Windows PCs
- 300 Windows Servers
- 100 offices worldwide

Solutions

- LANDesk® Management Suite

Key Benefits

- ROI in three months
- Saves \$200,000 annually on migration licensing fees
- Avoids \$240,000 annually on software maintenance costs
- Saves \$300,000 annually with hardware discount
- Saves \$400,000 on migration costs
- Saves \$200,000 annually on staff salaries and benefits
- Maintenance downtime reduced from 48 hours to four

“LANDesk paid for itself in just the first three months.”

—Michael Petrisko
Senior Vice President and CIO
Hill International

Hill International

Geographically Dispersed Network Requires Automation

Overview

Hill International, one of the leading construction management companies in the world, employs 3,100 people in 100 offices located in 32 countries. The firm provides program management, project management, construction management and construction claims and consulting services for developers of major infrastructure and other building projects. *Engineering News-Record* magazine ranked Hill as the eighth largest construction management firm in the United States. The company posted 2010 revenues of \$500 million.

Challenge: Managing Systems Manually Increases Costs and Problems

At any given time, Hill International is managing a dozen or more construction projects around the globe. That puts a lot of pressure on its IT department when it comes to supporting its 2,500 PCs. “Our mobile PCs are truly mobile,” said Michael Petrisko, Senior Vice President and CIO of Hill International. “A handful can be located in Saudi Arabia for a job one month and then moved to Brazil for another project the next month. We have PCs running on our corporate network, on our regional offices’ local networks, on customers’ networks, and in standalone mode. Yet we were doing much of our support by hand, from tracking inventory on spreadsheets to shipping PCs back to headquarters when they needed repairs. Our biggest IT issues were inventory, license compliance and remote management. All three areas were literally costing us millions of dollars a year, not to mention the constant headaches and hassles of managing the network manually.”

No Reliable Statistics Means No Hardware Discount

Inaccurate inventory caused a costly ripple effect in other IT areas. “Because we did not know precisely how many PCs and applications we had and where they were located,” continued Petrisko, “we could not enforce compliance to our global standards. Also, we were in a position to negotiate a discount worth hundreds of thousands of dollars with our hardware provider if we could commit to a specific dollar spend on PCs each year, but we couldn’t calculate that figure.”

Hill International also wanted to migrate to Windows 7, but the job would take considerably longer and cost considerably more if the IT staff had to upgrade each PC by hand. “Again, lack of accurate inventory meant the first phase of the migration—recording the configuration and types of applications on each machine to determine if they were upgradable or had to be replaced—would be long and painful. By the time we receive an inventory spreadsheet from a region, it’s out of date, so our technicians could be in for a lot of surprises when they arrive on site to do the migration and find problems we did not anticipate.”

Buying Extra Licenses to Stay Compliant

Software licensing was another casualty of the manual tracking system. “We were always at a disadvantage during licensing negotiations,” said Petrisko, “because we could not provide documented proof of the applications we were running. We were constantly repurchasing licenses in order to make sure we were in compliance. I knew we were over-licensed but had no way to verify it. We have several licenses that cost \$10,000 each and many in the \$2,000 to \$5,000 range. We were spending upwards of \$2 million a year on software maintenance and sensed that a good percentage of that was spent on duplicate licenses.”

The majority of Hill’s PCs ran at its regional offices, which purchased a remote control tool to manage the clients on their local networks. “Buying all of those remote systems was expensive,” explained Petrisko, “and they were not full featured so technicians would have to do some fixes by hand anyway. And we have many PCs that are not on any network, which means they had to be shipped—at a cost of about \$200—to New Jersey for repairs. And whether we shipped the machine or sent a technician to repair it, the average downtime was two days, which affected the user’s productivity.”

In the past four years, Hill International has tripled in size. With more growth on the way the IT department could not continue the status quo. “We needed to automate,” noted Petrisko. “We needed a management platform with a single footprint that would work with our current environment, expand with us as we grow, and give us centralized control of every PC no matter where it is located.”

Solution: Management and Automation Reduces Overhead, Increases Productivity

Petrisko and his staff researched several management and automation products before choosing LANDesk® Management Suite. “The other tools did not have the comprehensive controls we were looking for,” said Petrisko. “Some solutions could do inventory, some could do monitoring, but none offered the full package except LANDesk, which could also automate our migration to Windows 7. That was a big factor in our decision.”

Hardware Discount and Lower Licensing Fees Add Up to \$500,000

In addition, at the time, Hill was preparing to conduct an annual license renewal with one of its biggest software providers. “LANDesk arrived in time to save us \$200,000 when negotiating our migration licensing agreement,” stated Jeffrey Danna, Director of Architecture for Hill International. “Because we now had precise inventory figures, we were negotiating from a position of strength, unlike in the past. In addition, we brokered a \$300,000 discount with our hardware provider because we could prove almost to the dollar how much our annual global spend on PCs would be.”

\$240,000 Annual Cost Avoidance on Licensing

Having a real-time, centralized inventory also helped the company save money by being able to find, reclaim and reallocate licenses. “We saved 30 percent in cost avoidance on our annual software maintenance costs,” continued Danna. “To put that percentage in dollars, we’re looking at almost \$240,000. And all the savings I’ve outlined so far are annual savings. We’ll receive them every year.”

LANDesk enables Hill International to manage all of its PCs—on the corporate and regional networks, a customer’s network or standalone—via a single remote control. “LANDesk provides secure Web access even to PCs beyond the firewall,” said Petrisko. “If a project manager finishes a job in Ireland and flies to Australia for the next one, we can track the licenses on his laptop and, if he doesn’t need them for the new job, give them to someone who does. Before, those licenses may have fallen through the cracks and we would have repurchased them. With LANDesk, every PC is accounted for each time we pull inventory, which we can do in real time in a matter of minutes. Plus we went from an average maintenance downtime of 48 hours to four hours, an 83 percent reduction.”

Hill Saves \$384,000 in Migration Costs

The LANDesk solution is vendor-neutral so it can manage any make or model PC, which is a key benefit, especially when performing migrations. “We have almost every stripe of PC available,” continued Petrisko. “That fact coupled with the geographic spread of our machines meant that a manual migration to Windows 7 would have taken a very long time to complete. In fact, we would not have done the migration as a separate project without LANDesk. We would have simply upgraded the OSes as each machine reached the end of its life cycle. Using a conservative estimate, it would have cost \$400,000 to do the migration by hand, and that’s if everything went smoothly and the technician spent only two hours on each PC.”

Results: ROI in 90 Days

Hill International saw immediate savings in time and money with the solution. “LANDesk paid for itself in just the first three months,” said Petrisko. “In addition, the solution dramatically increased our productivity. As a result, we did not have to replace staff that left through natural attrition, which saves us another \$200,000 in salary and benefits each year. And finally, as an IT department, we received a valuable, intangible benefit. Many of the conversations I used to have with our executive team centered on issues with downtime, broken PCs, viruses and other problems. Now we talk about implementing applications that can increase billable hours and other ways our department can be a business enabler. You can’t put a price on that.”

Visit www.landesk.com for more information.

“LANDesk arrived in time to save us \$200,000 when negotiating our migration licensing agreement.”

—Jeffrey Danna
Director of Architecture
Hill International

This document contains information, which is the confidential information and/or proprietary property of LANDesk Software, Inc. and its affiliates (referred to collectively as “LANDesk”), and may not be disclosed or copied without prior written consent of LANDesk.

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.

Copyright © 2011, 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-1036 0811 KR/SD/AZJU