

Kennedys Consolidates IT Management and Gains Control With RES Software

Overview

Kennedys is a specialist national and international legal firm with unrivalled expertise in litigation and dispute resolution. The company has over 900 people across the UK as well as eight international locations to provide a range of specialist legal services for many industries including insurance/reinsurance, healthcare, construction, employment, rail, maritime and international trade. Kennedys has a particular focus on dispute resolution and litigation.

Situation

Kennedys was consolidating three offices in London and moving all the staff involved to one central location. This involved a complete refresh of the company's desktops that had to be completed before employees were moved in. This provided the IT team with an opportunity to evaluate how it could manage these desktops more efficiently by automating tasks such as software installation and maintenance.

James Elmer, EMEA IT Manager at Kennedys is responsible for the company's overall IT strategy, and led the migration program. Working with the UK IT support team, Elmer decided to look for ways to automate and improve management of 400 company desktops.

"It's not often that you get the chance to re-think your approach to how you manage the desktop estate, so this was a great opportunity for us to not only make the move over to the new office easier for staff

from an IT perspective, but also to deliver more long-term benefits back to the business as well," commented Elmer.

"The overall goal was to create a new image for our desktop machines, which could then be used to support automated deployment of software and settings to users. It would also make it easier to deal with the legacy applications that were still required."

Solution

RES Automation Manager was chosen to provide the automated build and to manage the deployment of software onto the new machines. Automation Manager allows organizations to automate previous IT maintenance tasks that would have to be carried out manually.

"Choosing RES Software was an integral part of the office move, as IT plays a fundamental role in how the company runs on a daily basis," said Elmer.

"We rolled out 400 machines using RES Automation Manager, and following the

migration we are using the product to control maintenance as well. This provides us with consistency and reliability for our desktop PCs while also cutting the amount of time that we spend on IT support and maintenance tasks."

Benefit

After implementing RES Automation Manager, Kennedys has seen response



times to staff support requests improve, as well as having a centralized asset management and reporting engine in place. The company's desktops can be updated outside of business hours using Wake-on-LAN technology coupled with Automation Manager to deploy patches. When users come in to the office in the morning, their desktops are as up to date as possible, and they are not affected by any downtime.

Future Plans

Kennedys now plans to roll-out RES Workspace Manager to bring the same benefits around automation and control to the user, as well as to its physical desktop estate. By separating the user settings, configurations and personalization from the desktop, users can get the same experience and access to IT resources at whatever desktop asset they happen to use.

"By virtualizing the user state and splitting this out from the operating system, we can provide users with greater flexibility around how they access IT resources. This is part of our wider plan to migrate over to Windows 7 later this year, and RES Workspace Manager will help us to keep the existing look and feel for our desktops in place with whatever PC hardware or operating system version is underneath," explained Elmer.

"We are combining our existing experience with Automation Manager with Workspace Manager in order to provide a better overall result for users."

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— James Elmer, EMEA IT Manager



Kennedys' migration to Windows 7 is aimed at providing users with greater performance, security and reliability. Following the implementation of RES Workspace Manager, Kennedys will be using the product to separate out the data stored in user profiles from PCs and speed up the deployment of the new operating system.

As part of the installation of Workspace Manager, the implementation will

first cover the UK offices and then be expanded to cover other offices worldwide.

“For Kennedys, IT resources are dedicated to helping users be more productive and aligning with their requirements. This requires that we understand how the wider organization is evolving, and then how individual IT projects can be pulled together in order to deliver

greater value back to the business. For example, our Windows 7 migration will be followed by the deployment of Office 2010 and updates to our CRM and document management solutions. What RES Software will allow us to do is to keep the user experience consistent as much as possible, while also improving management and support at the user and IT asset levels,” commented Elmer.

About RES Software

RES Software, the proven leader in dynamic desktop solutions, is driving a transformation in the way organizations manage, maintain and reduce the cost of their desktop infrastructure. The RES Software award-winning, patented products enable IT professionals to manage and deliver secure, personalized and compliant desktops independent of the underlying computing infrastructure – thin clients, virtual desktops, physical desktops, or server-based computing environments. The company empowers customers, from small to medium-sized businesses to global enterprises, to reduce desktop complexity and meet the essential needs of a dynamic workforce that requires on-demand access to their personalized workspaces. For more information, follow updates on Twitter @ressoftware and visit www.ressoftware.com.