

## Case Study

A Global Automobile Manufacturer

### **Key Benefits**

User Behavior Analysis  
IT Resource Requirements Analysis  
Effective Redistribution of Hardware and Software  
Improved Stability and Predictability of Applications  
Server Consolidation

### **Asset Management**

Hardware/Software Inventory  
Software Compliance  
Change Control

### **Performance Management**

Remote Monitoring  
Event Log Monitoring  
Historical Troubleshooting

### **Security**

Prevent Unauthorized Application Execution  
Web Access Restrictions  
Application Management  
User Activity Tracking  
Service Monitoring & Control

### **Reports**

Utility Computing  
Management Service Providers  
Usage Reports/Billing  
Automated Reports

### ***The Company:***

One of the world's largest companies employs hundreds of thousands of people around the globe. The company markets some of the most recognized brand names in the world, and is widely acknowledged as a leader in markets in which it competes. Design, engineering and manufacturing excellence have been critical to the company's innumerable accomplishments.

### ***The Challenge: Improving Visibility into the Daily Routine of its Engineers***

Company engineers work on a number of broad programs, leveraging a wide variety of skills and techniques. In order to improve productivity and develop IT resources tailored to meet the day-to-day needs of engineering staff, company management sought a better understanding of work patterns and routines. In order to draw valid conclusions, analysis of both large-scale populations at a high level and individual samples at a detailed level were required.

The company wanted to understand which software packages were being used, how long and how frequently they were used, how the hardware resource requirements of these packages were being met by the IT infrastructure, and need time-correlated results.

## **SysTrack Provides the Required Visibility**

SysTrack was deployed initially on 5400 engineering desktops to track hardware and software utilization. The product rollout was achieved without any disruption to the daily routines of workers, following software deployment guidelines required at the installation. The top of the SysTrack architecture utilized an Oracle database to consolidate collected data.

Shortly after deployment, company management was able to use SysTrack data to study over seventy applications by frequency of use, active/loaded ratios, and time-of-day demand for the software and usage patterns. The company used SysTrack to study group as well and individual behaviors. The data continues to be used to optimize workloads and assignments to maximize productivity.

## **More Challenges: Evaluating the Effective Utilization of IT Resources**

As the initial challenge was investigated, it became clear to the company that it could realize tangible savings by optimizing its IT resources based on actual, measured user requirements for these resources. The company implemented a program to harvest unused and under-utilized hardware and software based on SysTrack data. The program called for identification and redeployment of both hardware and software as possible based on actual usage. In the first two weeks of the program, the company determined that it benefited from a 300% ROI on this program alone. Company management expects to garner an 1800% ROI over the course of the first year using these SysTrack features alone.

## **The Implementation Grows**

As SysTrack began to provide results in the initial installation, word spread through the company. Today, SysTrack manages thousands more desktops on multiple continents. The company believes that other SysTrack features will further extend ROI as additional benefits are derived.

## **Server Needs are Addressed Too**

The company's network of servers is extensive. SysTrack has now been deployed in a virtual plant test laboratory on servers that simulate real-world plant functionality. In addition to performance and event monitoring, SysTrack provides resource utilization data that helps the company to ensure stable deployment in the field. Additionally, the company may use this data to aggregate some functionality onto a smaller number of servers, thereby saving on operational costs. The company is presently analyzing the business case for deploying SysTrack in each of its manufacturing facilities.