



BUSINESS VALUE WITH CA

CUSTOMER PROFILE



**City of Richardson**  
Richardson, Texas  
[cor.net](http://cor.net)

**Industry**  
Local Government

**Annual Revenue**  
Not Available

**Employees**  
Not Available

**CA Products**

- Unicenter® Asset Management
- Unicenter® Software Delivery
- Unicenter® Remote Control

**Key Benefits**

- Increase in IT staff efficiency
- Immediate return on investment
- Increase in end-user productivity

**CA Advantages**

- Centralized management
- Full automation capabilities
- Comprehensive and integrated solutions

## The City of Richardson Saves 60 Hours Per Month With Unicenter® Desktop Management Solutions

*Unicenter® Desktop Management products allowed the City of Richardson support personnel to close issues an average of 30% faster by eliminating the need to ask extensive investigative questions and blindly troubleshooting.*

### The City of Richardson

The City of Richardson — located within Dallas and Collin Counties, Texas — is home to over 96,000 residents, a work force of nearly as many employees and over 500 high tech companies. In addition, Richardson has two nationally acclaimed public school systems, one state university, two community colleges, two public university satellite campuses, a flourishing hospitality industry, a renowned orchestra and a thriving arts and culture community to enhance the quality of life and business.

### Business Challenge: Managing a Manual Desktop Process

In prior years, the entire IT department donned their sneakers and physically visited over 700 PCs throughout the city to apply patches, fixes and software updates. Maintaining the version level of each of the city's 700 desktops for applications, security patches and virus updates was quite a daunting task. It usually required waiting until a staff member arrived at each computer to manually perform an investigation of the installations and version levels that were necessary for each update.

In 2003, the city was hit with a destructive virus that required the central IT department to request that all servers be shut down in every city office until someone could arrive to implement a fix. The fix was dependent upon available IT resources and the physical distance, which had to be traveled to reach the problem destinations. Thus, the IS department's ability to deal with the virus was delayed by the need to visit each computer in person.

### Solution: Implementing Unicenter® Desktop Management

The City of Richardson turned to Computer Associates International, Inc. (CA) for help in reducing the strain on their IT resources. Because of the widespread nature of the problem, the City chose to implement three CA products: Unicenter® Desktop Management, Unicenter® Asset Management, and Unicenter® Remote Control. The automated capabilities of the Unicenter® Desktop Management products allowed them to manage and secure all desktops from a centralized location. Unicenter Asset Management enabled them to determine the exact update, including version level, required on each



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**Key Unicenter Asset Management Features**

- Hardware and software inventory
- Policy-based management
- Intelligent software detection
- Extensive platform support

**Key Unicenter Software Delivery Features**

- Software packaging and management
- Automatic updates
- Application and patch distribution
- Policy-based software distribution

**Key Unicenter Remote Control Features**

- Remote control
- Centralized management
- Intelligent and non-intrusive host component

**Key Business Processes**

- Software distribution
- Security management
- Asset discovery and inventory
- Remote control
- Centralized management

**IT Environment**

- 700 PCs

## The City of Richardson Saves 60 Hours per Month with Unicenter Desktop Management Solutions

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machine by running a quick report of the inventory stored in the asset management database. Unicenter Software Delivery then enabled them to package these updates quickly and efficiently, making it possible to push these updates to the appropriate computer at the most convenient time. If there is a problem, Unicenter Remote Control allows the IT staff to take over the machine remotely and correct the problem for immediate resolution and troubleshooting.

### Benefit: Leveraging and Extending Existing IT Resources

The centralized management of Unicenter Asset Management, Unicenter Software Delivery and Unicenter Remote Control enabled the City of Richardson to manage their desktops remotely, eliminating the need to visit each workstation. These automated solutions replaced the manual desktop management and troubleshooting processes that proved unreliable and inefficient in the past. The City of Richardson was able to leverage and extend their existing IT resources by significantly decreasing the time it took for them to manage their desktop environment. By managing their desktops remotely, the City of Richardson was able to reduce their travel costs and free up their IT staff for new, more strategic projects.

The Unicenter Desktop Management solutions also benefited the end users, who were able to experience a much higher level of accessibility and immediate assistance with desktop issues.

### Delivering Tangible Business Value

The City of Richardson experienced immediate efficiency benefits from implementing Unicenter Asset Management, Unicenter Software Delivery and Unicenter Remote Control.

Immediate return on investment included:

- Unicenter Remote Control allowed support personnel to close issues an average of 30% faster by eliminating the need to ask extensive investigative questions and blindly troubleshooting.
- The LAN Administrator for the City of Richardson, Tammy Tamimi, estimated that the Unicenter Desktop Management products had saved her between three to four hours a day. That equates to 60 hours a month that the IT staff can use for more strategic projects.

### Moving Forward

Utilizing the powerful integration between Unicenter Software Delivery, Unicenter Asset Management and Unicenter Remote Control, the City of Richardson was able to improve and streamline their desktop management practices. Armed with accurate knowledge of their IT assets and the ability to remotely troubleshoot, the City of Richardson will be better prepared to prevent and address future desktop issues.

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