



CASE STUDY

Work from one place and avoid downtime

- » Replacement of the former software distribution tool with Deskcenter Management Suite
- » Integration of the Deskcenter Helpdesk into the existing IT system
- » Linking helpdesk, license management, contract management, and deployment

Magnificent churches, impressive monuments, a wide range of leisure activities, excellent hotels and restaurants make your visit in Straubing at the River Danube to an unforgettable experience. About 45.000 inhabitants call Straubing their hometown. The city was mentioned in the year 897 for the first time. The citizens always find a competent contact person for their matters in the town hall. A team of six IT specialists take care of the almost 500 employees.

A fast deployment of software updates and minimizing of downtimes are essential for the maintenance of a proper operation in the government of Straubing. The basis for this is a central service management solution for the whole IT-structure.

Sought and found: Helpdesk with connection

The city of Straubing already had a solution for software deployment and asset management in use that was replaced by the Deskcenter Management Suite. The plan was it to include a helpdesk system into their existing IT environment. As a result of this many solutions were tested and compared under the aspect of an integrated helpdesk, license management, contract management and deployment tool. Deskcenter Management Suite totally fulfilled all the requirements. It includes an integrated Userhelpdesk and a central data capture. There are also no sub or parallel systems to take care of. Important

Deskcenter in use

- » Hardware inventory
- » Software inventory
- » IT Asset Management
- » Software Asset Management
- » Licence Management
- » Software Deployment
- » OS Deployment
- » Patch Management
- » Helpdesk

„We are very satisfied with the Deskcenter Management Suite. It has to be emphasized that during the development of the product own wishes and requirements can be brought in.“

Albert Sturm, head of IT department, Stadt Straubing



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Albert Sturm, head of IT department,
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to mention is that no change in the existing directory service was necessary while retaining the user data. Another decision for the Deskcenter Management Suite was the automatic software deployment and the patch management that are important for the central software management.

Significant saving potential – from a single source

To have a complete solution for all tasks finally convinced Albert Sturm, head of the IT department in the town hall of Straubing: “We expect obvious economic savings from this 'all-from-one-hand'-solution. The previous environment contained out of too many different systems. With Deskcenter Management Suite we are able to increase the efficiency of our user support enormously.” With Deskcenter Management Suite the six employees of the IT department can support 500 users and the same amount of computers. The city of Straubing will manage approximately 180

user processes with the solution in the future. The IT team is very satisfied with the fast implantation of the Suite, which excludes long test periods. “The contact to Deskcenter is extremely positive and the support is always very excellent”, says Albert Sturm about the good relationship to Deskcenter.



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