

Case Study

Córas Iompair Éireann (CIE)

CIE's IT team of 13 technicians support 3,500 machines across Ireland and in the United States

CÓRAS IOMPAIR ÉIREANN (CIE)

CHALLENGE

Every year, Córas Iompair Éireann (CIE), Ireland's national public transport authority, makes 230 million trips around and across Ireland.

CIE's IT team of 13 technicians support 3,500 machines across Ireland and in the United States. The team needed an intuitive, immediate-response Systems Management solution to support Ireland's critical transportations systems.



IMMEDIATE RESPONSE, FAR-FLUNG REACH

CIE's centralized IT team was struggling to solve even the day-to-day issues that would arise across Ireland. Due to a lack of tools, the team was travelling from county to county to solve commonplace issues.

"We used to travel around the country to solve minor problems manually, such as resetting passwords, unlocking accounts, fixing software issues, adding printers, and resolving e-mail and user logon issues. As you can imagine, this cut drastically into our money and our time," said Adrian Carroll, IT Service Engineer for CIE.

With Goverlan, the team now keeps the country going without having to travel, managing day-to-day issues right from one centralized office. The result is in a growing Return on Investment and a shrinking travel footprint.

RELIABLE DATA TO TRACK WINDOWS OS ROLLOUTS & USMT

Updating to the latest Windows OS and keeping track of the updates across 3,500 machines was proving to be a significant challenge for the 13-technician team, on top of everyday tasks.

"Goverlan's been quite handy in tackling these massive OS updates. We can simply connect to the machines and get a heads up on what software is installed at that very instant," said Carroll.

Using Goverlan's intuitive color-coded icons, the team can also see, at a glance, the status of the update, taking the guesswork out of OS rollouts, and monitoring the User State Migration process. Goverlan's features filled the gap where a previous systems administration tool fell short.

"We couldn't rely on SCCM's reporting to verify the status of the updates across all our machines, since it would often report an upgrade had failed when it actually hadn't," described Carroll.

CHALLENGES

- Exceptionally high technician-to-computer ratio of 1:300
- Inconsistent OS rollout status checks (SCCM)
- Tedious Windows OS rollouts
- Cumbersome Agent Installation
- Time-consuming user profile migrations
- Costly travel to solve day-to-day issues

GOVERLAN'S SOLUTION

- Support 3,500 machines from 1 office
- One-glance OS status update check
- One-push OS update to all machines
- Automatic Agent Installation
- Immediate intel on machine history

AT THE MOMENT & IN-DEPTH DATA

With Goverlan's easy access to real-time, instant information on machines, the team has been able to streamline OS rollouts. Additionally, the team is able to delve deeply into the history of a machine, including software history and user profiles.

"Now we can get access to the user details on older machines, and we can see who's been using the machine most recently. Being able to see all user profiles quickly frees up a lot of bandwidth because we don't waste time backing up older profiles. In the past, this would have normally taken us about 20-30 minutes on each machine," explains Carroll.

Access to in-depth intel not only drastically cut time when migrating user profiles, but it also helped the team keep track of the software on machines, preventing unauthorized – and potentially harmful – software from being inadvertently installed.

"We've had various instances where we needed to know what applications our users had on their machines. Goverlan makes it easy for us to see immediately a machine's software history with one quick look," said Carroll.

AUTOMATIC AGENT INSTALLATION

One of the most timesaving features the CIE team has benefited from with Goverlan is the ability to install agents automatically on remote machines.

"We attempted to use VNC before to install agents on remote machines, but the client had to be installed on both ends manually. Goverlan's agents install automatically and are the only solution on the market that has this valuable, time-saving functionality. It has saved us an incredible amount of time that can be spent doing other tasks," said Carroll.

CONCLUSION

Whether it's accessing printers and software in real time, to taking advantage of the versatility of the drag and drop feature to add files and push updates from machine to machine, Goverlan is fast becoming an invaluable investment for the team at CIE.

"Using Goverlan, we can troubleshoot at a fraction of the time – and the cost – everything from fixing printer issues right on the task manager, to using the extended functionality of the drag and drop tool to move files right onto a remote desktop without having to map drives, to pushing out OS rollouts countrywide, all right from one office," said Carroll.

Now the team can run Ireland's transportation systems with more speed and efficiency.



ABOUT CÓRAS IOMPAIR ÉIREANN (CIE)

Córas Iompair Éireann (CIE) is Ireland's national public transport provider. Comprised of 5 companies – Iarnród Éireann (Irish Rail), Bus Éireann (Irish Bus), Bus Atha Cliath (Dublin Bus), CIE Tours Dublin and CIE Tours New Jersey – CIE manages a sweeping network of national, regional, local and urban transportation services and tours across the Emerald Isle.

ABOUT GOVERLAN

Goverlan Inc, the creators of Goverlan REACH®, is a leading provider of systems management software. Goverlan's solutions are entirely implemented and managed from within the client's infrastructure, thereby fostering security, integrity and control.

"With Goverlan, it's as simple as doing a quick scan and seeing right away which machines have the update and which don't. With SCCM, we'd have to go into each machine to check if the upgrade had indeed been successful or not."

**- Adrian Carroll,
IT Service Engineer for CIE Administration**

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