

## Customer Success Story

# The Australian National University

- ▶ ManageSoft automates software configuration and security patch management for hundreds of desktops used by university students and staff



THE AUSTRALIAN NATIONAL UNIVERSITY

www.anu.edu.au

Using ManageSoft as a part of its Effectiveness program has assisted The Australian National University to improve the delivery of quality IT services to the teaching and learning environment by automating software deployment, minimizing downtime, and managing virus attacks.

## The Australian National University

The Australian National University (ANU) is a leading research university with a student population of around 11,000. One of the University's primary objectives is to create and maintain world-class information environments for research, teaching, learning, and administration.

## The challenge for ANU

Maintaining outstanding IT facilities is extremely important to the strategic goals of the University. Within the University, the Division of Information is charged with the responsibility of keeping the Information Common (a service that provides students and staff access to all the information technology resources necessary for teaching and learning) fully functioning 24 hours a day, seven days a week.

"Ensuring timely updates to the latest software patches, whilst minimising disruption and maintaining high service availability is a major imperative."

- Rick Van Haeften  
Head, Systems and Desktop Services  
Division of Information  
The Australian National University



***"The university IT environment is a fairly open and dynamic one. In the case of part-time lecturers, tailoring software applications to the right people at the right time can now be done quickly and easily using ManageSoft."***

- Rick Van Haeften,  
Head, Systems and Desktop Services,  
Division of Information,  
The Australian National University

## ANU ManageSoft implementation:

- ▶ Keeps computers in student laboratories fully functioning seven days a week, 24 hours a day.
- ▶ Protects against virus threats by automatically distributing patches and virus-definition files.
- ▶ Allows ANU to deliver quality services to the teaching and learning environment.

## Customer Success Story



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**“ManageSoft helps us deliver quality services to the teaching and learning environment as part of our Effectiveness program.”**

Rick Van Haeften  
Head, Systems and Desktop Services – Division of Information  
The Australian National University

### The ManageSoft solution

ManageSoft has a proven policy-based self-healing feature which has been a big time saver for the University. Policy-based software management with ManageSoft ensures that the right university computers receive the right software at the right time, with automatic self-healing to ensure the software remains in the desired state. To combat its exposure to viruses, ANU is in the process of deploying the ManageSoft Security Patch Management solution.

“The self-healing feature within ManageSoft gives us a level of assurance that all our PC based systems are running optimally. ManageSoft has helped improve the packaging and deployment of software updates to our PC-based desktops.”

“ManageSoft Security Patch Management will improve our ability to maintain a high level of availability in our teaching and learning computing environment.”

*- Rick Van Haeften  
Head, Systems and Desktop Services  
Division of Information  
The Australian National University*

### The ANU result



*Rick Van Haeften,  
Head, Systems  
and Desktop  
Services Division  
of Information*

“Having outstanding IT facilities is considered very strategic to the University. ManageSoft helps deliver quality services to the teaching and learning environment while helping to contain costs.

The ManageSoft solution has a self-healing feature that gives us added confidence of our systems running at their best. We've also been able to minimize downtime in student laboratories. Previously, we would have to shut down student computer laboratories for two to three hours to update machines. Now we can deploy software anytime without disrupting students.

**ManageSoft has also helped us reduce support costs by 50 per cent.** We used to have two full-time staff packaging and deploying software. Since using ManageSoft, we've managed to bring that back to one person, allowing us to reallocate our extra resource to other projects.

With ManageSoft, we are also in a better position to handle virus attacks, especially with ANU moving to a more wireless environment.”

### Find out more

Find out how ManageSoft can solve your organization's software management challenges. Visit [www.managesoft.com](http://www.managesoft.com) or telephone your nearest ManageSoft office today. Read other customer success stories and view video interviews at [www.managesoft.com/customers](http://www.managesoft.com/customers).

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