

Customer Success Story

Prometric, Inc.

- ▶ ManageSoft helps global testing leader manage over 7,000 PCs, delivering \$1 million in long-term savings



www.prometric.com

Renowned for its range of technology-based testing services, Prometric, a subsidiary of the \$7.8 billion Thomson Corporation, is unrivaled in its industry. Prometric relies on ManageSoft to keep testing centers and over 7,000 individual PCs up to date — securely and efficiently — yielding long-term savings for Prometric of \$1 million.

Prometric, Inc.

Prometric is the global leader in technology-enabled testing and assessment services for information technology certification, academic admissions, and professional licensure and certifications. Prometric delivers standardized tests for 300 clients, in 26 languages, over the Web and through a global network of testing centers in more than 100 countries. Based in Baltimore, Maryland USA, Prometric employs 3,000 people worldwide.

The challenge for Prometric

"For Prometric, software distribution is of paramount importance because it's a customer-facing process. We need to ensure that we get the right test to the right candidates in the right test centers in the right language at the right time. This is obviously the key determinant in our customer satisfaction metrics."

- Robert Ellin, Executive Director,
System Management Services

Previously, Prometric's four-person Software Distribution Group used an internally built distribution system to assemble software packages for distribution (as large as 1 MB), queue up, and batch-transmit overnight.

"The batch process was very fragile. Plus, we had to manually enter data for reports on which transmissions completed successfully. It took approximately a week to update about 80 percent of our test centers and another two or three weeks to complete the distribution. Just as important, we didn't have any control of how or when the update would actually be installed at the test center. We could only control the transmission."

- Lisa Nielsen, Manager, Technology-Software



"I would definitely recommend ManageSoft to other CTOs. It is a great product, backed by outstanding support. ManageSoft has met every one of our requirements."

- Kelli Crane,
Senior Vice President &
Chief Technology Officer,
Prometric, Inc.

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“We expect that ManageSoft will save us more than \$1 million in connectivity costs.”

Kelli Crane
Senior Vice President & Chief Technology Officer
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The ManageSoft solution

“We completed an extensive RFI with vendors that we then narrowed down to five who received our RFP. We had those vendors visit us on-site and demonstrate their solutions including tests with our own applications. We performed a packaging, a deployment, a self-healing, and a rollback using our internal admin software. We tested that with each of the vendors and then compared functionality metrics as well. Our staff working with the demo, picked up the ManageSoft product very easily and were able to work with it immediately. During our testing ManageSoft's performance was superior.”

- Lisa Nielsen, Manager, Technology-Software

“ManageSoft provided the innovative breakthrough we needed to solve the Test Center File Management problem. The extensive reporting facilities it provides are crucial to us. Now we can confidently confirm in real-time that customers are up to date. When you're managing 10,000 machines, this is an incredibly powerful and compelling benefit. We can see software versions and patch levels for any machine instantly. ManageSoft also enables us to avoid downloading redundant software and instead transmit only 'the deltas', the pieces that need updating. We expect that this feature alone will save us more than \$1 million in connectivity costs.”

- Kelli Crane, Senior Vice President & Chief Technology Officer

ManageSoft currently helps Prometric to deploy, update, and manage software configurations for over 7,000 computers. In the future, Prometric will continue its ManageSoft rollout to encompass all of its testing centers worldwide.

The Prometric result



Robert Ellin,
Executive
Director, System
Management
Services

“We need to ensure that we get the right test to the right candidates in the right test centers in the right language at the right time. This is the key determinant in our customer satisfaction metrics.”



Lisa Nielsen,
Manager,
Technology-
Software

“ManageSoft was flawless. The self-healing performed at 100 percent which none of the other vendors were able to meet. And the roll-back was simple as well. ManageSoft's performance was superior.”



Kelli Crane,
Senior Vice
President &
Chief Technology
Officer

“ManageSoft provided the innovative breakthrough that we were looking for to solve this Test Center File Management problem for us.”

Learn more about the Prometric Success Story

To learn more about Prometric's successful implementation of ManageSoft, visit www.managesoft.com/us/customers/service-providers and watch live interviews with Prometric, esteemed winner of a ManageSoft IT Hero Award.



North America Headquarters
Email: sales-na@managesoft.com
Phone: (800) 441 4330

European Headquarters
Email: sales-eu@managesoft.com
Phone: +49 89 242084-0

Asia/Pacific Headquarters
Email: sales-ap@managesoft.com
Phone: +61 3 9895 2000

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