

Case Study

Goodbody's broker their way to success with technology refresh project

Simple and automated framework solution used to manage a broad array of computers and devices



Pictured on the trading floor are: Stuart Halford, Goodbody's, Richard Nolan & Jennifer Maher, Codec-dss and Sean Croston, Goodbody's

"We are delighted with how successful this project was for us. Centralised image management through Microsoft System Centre technology has greatly enhanced the productivity of the IT function - it takes less time now to get users set up as well being a more secure and reliable system"

Sean Croston, Head of technology, Goodbody



Customer profile:



Company: Goodbody
Industry: Financial Services
Country: Ireland
Employees: 400+

Business Need:

Hardware technology refresh for entire client environment driven by end of usable life of existing machines and impending end of support for Windows XP in April 2014. Goodbody wanted a future proofed solution which would satisfy current and future system requirements.

Solution:

Implemented HP hardware across the organisation utilizing a zero touch deployment framework for image and device management.

Benefits:

- Improved client device management
- Enhanced IT productivity through framework image management
- Staff boost productivity and work satisfaction
- Future proofed solution
- Access to greater functionality and support
- Ability to run the latest versions of third party vendor software

Solutions Featured:

- HP Hardware (Desktops, Laptops & Monitors)
- Microsoft System Center Configuration Manager 2012
- Windows Server 2012

“Keep software up-to-date, set security policies, and monitor status while giving your users access to preferred applications from the devices they choose”

Background

Goodbody Stockbrokers, part of the Fexco Group, is Ireland’s longest established stockbroking firm with roots dating back to 1877. As well as being one of the leading institutional brokers and corporate finance houses, they are one of the largest wealth management firms in Ireland.

A number of factors led Goodbody to undertake this technology refresh project. Firstly, the existing Dell desktop estate was at the end of its usable life, having reached the limit of extending the capacity and capability of the machines through upgrades. Secondly and most notably, the desktops were running still Windows XP, which Microsoft would cease to support in April 2014.

Rather than performing place upgrade of the operating system, it was decided to perform a complete refresh to provide a suitable foundation for current user requirements and future service enhancements.

Goodbody had an Enterprise Agreement in place with Microsoft which covered off all Windows licencing and in addition, included a bundled toolkit to improve the management and maintenance of the user desktops (System Center Configuration Manager 2012). This was of particular benefit for PC’s that were running the Windows 7 Operating System.

The Approach

This project was undertaken as a key strategic investment with the following objectives:

- Provide staff with the relevant tools and support they needed
- Improve user productivity with superior hardware
- Provide an enhanced managed desktop service
- Provide a foundation for further service enhancement

To that end, Goodbody’s looked to purchase high specification PCs for all staff, with sufficient capabilities and expansion to future proof them for the next 5 years. In addition, all monitors were to be replaced with larger widescreen displays with built in collaboration capability. After a detailed evaluation of a number of different providers, Codec-dss were selected as the implementation partner of choice to roll out HP hardware

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Implementation

Implementation of this project took place over 25 days using a team of 3 dedicated Codec-dss staff working alongside the Goodbody's IT team. It involved the replacement of over 400 desktops for all users as well as the rollout of over 700 monitors – mainly on the trading floor.

Implementation of Microsoft's System Center Configuration Manager 2012 and Windows Server 2012 Active Directory has provided Goodbody's with significant improvements in the ability to easily roll out and update software as well as ensuring that the desktop environment is properly patched and secure.

Using SCCM's Operating System Deployment function, it is now possible to get a PC from out of the box to a fully configured PC with the standard build and desk ready in 40 minutes with virtually no manual effort.

The improved functionality and flexibility within Windows Server 2012 Active Directory has been essential to improving Goodbody's agility in supporting change within their environment.

The Result

Since the rollout, Goodbody's have seen a number of significant benefits:

- Improved management of the desktops through the use of System Center Configuration Manager 2012 and the advanced functions of Windows Server Active Directory available for Windows 7 desktops.
- Considerably faster performance on the HP hardware compared to previous desktops
- Improved user productivity due to a significantly larger screen area (up to 2 times more usable space than previous configuration)
- Increased user satisfaction with the overall solution
- The ability to run the latest versions of third party vendor software, giving access to greater functionality and support.

"We are delighted with how successful this project was for us. As well as having new HP minitower devices for users, the new monitors have greatly improved user experience, especially for our traders – instead of needing 4 monitors, these were replaced by 3 which can display twice as much information as before".

Sean Croston,
Head of Technology,
Goodbody