

# INSURANCE CLIENT

*Lenovo initiates a ThinkVantage Technologies pilot for The Client to help reduce support costs and increase customer satisfaction*

## OVERVIEW

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*Lenovo invited The Client to the Innovation Center to help the insurance company build a better plan for reducing costs and building efficiencies using ThinkVantage Technologies and Lenovo Support.*

### **The Opportunity/Challenge/ Business Need**

The Client has been using ThinkVantage Technologies (TVTs) for over two years, including System Migration Assistant (SMA), Rescue and Recovery, and Access Connections. This collaboration between The Client, Lenovo, and LANDesk experts provided the opportunity to improve these business solutions by creating exercises to determine best practices. Some of the areas examined included how to improve the execution of the tools, how to better educate users (and the client's own Help Desk), and how to create reporting tools relevant to their needs. The Client also wanted to better understand the new integration of LANDesk and Antidote. Finally, The Client wanted to understand how Antidote was implemented and view a demonstration.

### **The Requirements**

The Client needed a design plan, an execution plan, and a marketing plan to increase uptime and refine system deployment. They also needed help developing a way to report on the success they had with these solutions. The client also needed to determine the best practice for an enterprise-wide implementation or upgrade of Rescue and Recovery and a timeline for SMA implementation. The final requirement was to customize the Access Help application to include The Client's corporate help desk contact numbers and processes.

### **The Value**

The Client's goal was to improve efficiencies, reduce costs, and improve the overall manageability of their environment using TVTs. The goal was a 20% savings of desktop costs that did not compromise customer satisfaction. Additionally, they devised a comprehensive plan for the next steps.

### **The Solution**

The Innovation Center engineers determined that Rescue and Recovery would deliver value toward all of the enterprise goals that had been established. A major factor in the team's decision was that Rescue and Recovery 3.0 could be installed over both versions 1.0 and 2.0, and the backups were compatible. Led by TVT program manager Dave Buchanan and customer solution manager Pete Wetsel, along with representatives from LANDesk, the Innovation Center team developed a customized Rescue and Recovery Upgrade Decision Tree Process (see *Figure 1* on the back of this page).

### **The Benefits**

The Client was able to experience a live demonstration of how the Rescue and Recovery and Antidote products tie in with LANDesk, and how a package could easily be created and deployed to patch a machine that cannot boot into Windows. Also highlighted was the ability of ThinkVantage and LANDesk products to provide detailed reporting of their deployment and usage. This, along with the Rescue and Recovery

process improvements and Access Help improvements, tied directly into the client's goals of reducing IT spending and improving response time and customer satisfaction.

### Why Collaboration?

During the collaboration, the Lenovo Technical Team, the LANDesk team, and the The Client IT Team came together to share their expertise. They experimented with the attributes of Rescue and Recovery and developed a migration roadmap. In the lab environment of the Innovation Center, various scenarios could be examined in real-time to determine the best solutions before making decisions. By exploring these possibilities through simulation, unintended consequences could be avoided ahead of implementation.

### Client IT Profile

The Client has approximately 27,000 ThinkCentre and ThinkPad systems in use.

Their 15,000 help-desk and corporate employees utilize ThinkCentre M Series desktops running Microsoft Windows XP Professional.

For its field agents and marketing personnel, The Client maintains 12,000 ThinkPad T Series notebooks. The ThinkPad systems run the same applications as the desktops.

They also have 10,000 ThinkVision 17-inch CRT monitors for use with the ThinkCentre systems, 5,000 ThinkVision 15-inch flat panel monitors that can connect to the ThinkPad systems, and 500 ThinkVision 19-inch flat panel monitors.

The Client uses the following TVTs to improve their business processes:

- Active Protection System (APS) protects hard drive data from drops and other impacts; used in more than 30,000 The Client ThinkPad systems.
- Rescue and Recovery allows users to re-image their systems and recover lost data; used by approximately 9,000 The Client employees.
- System Migration Assistant (SMA) saves time and resources when migrating system settings and user data to new PCs.
- Access Connections helps increase user productivity and reduce support costs by connecting users to the Internet.

### Rescue and Recovery Upgrade Decision Tree Process

