

CodeBlue delivers centralised desktop management in days

“Kaseya is an all-in-one product. It cost 90% less than Altiris and I was up and running in two days”

MONTY SINGH, IT MANAGER
WEST AUCKLAND TRUSTS SERVICES

CodeBlue took just two days to implement centralised management for the forty branch network of West Auckland Licensing Trust, halving onsite support needs and cutting network downtime by a third.

The Trust has PCs in forty hotels, taverns and restaurants throughout West Auckland, and twenty PCs in head office. CodeBlue used Kaseya – a desktop management system designed for small-to-medium sized companies – to give the sole charge IT manager control of the entire network from his desktop.

IT Manager Monty Singh says Kaseya has changed the way he works, saving him hours of driving and evening call outs.

“I deploy new software across the entire network from my desk, and can provide remote support to my users, taking over their machines to fix a problem if I need to,” he says.

He says he chose Kaseya because it’s an all-in-one product that’s highly effective and reasonably priced.

“You don’t have to buy one thing for reporting, another thing for remote support – it’s an all-in-one package. CodeBlue spent one day implementing it, another day tuning it, and it was done. It’s given me an enterprise-class console on my desktop. I have tools such as network alert indicators and Key Performance Indicator reporting that are found in the biggest and most expensive products.”



“CodeBlue has helped me to cut network downtime by a third. By next year, it will halve”

MONTY SINGH, IT MANAGER
WEST AUCKLAND TRUSTS SERVICES

Customer profile //

West Auckland Licensing Trust

Business profile // A community owned Trust that owns and runs forty hotels, taverns and liquor stores in the West Auckland area. The democratically elected Licensing Trust is a charitable organisation whose profits flow back into the community. The Trust dispenses grants and donations to sports, arts, culture, amenities, education, health and community organisations.

Key IT suppliers // Microsoft, Kaseya.
IT services from CodeBlue
Number of PCs // 100

The business challenge

- // One IT Manager services the PCs of 30 branches and 20 head office PCs
- // 30 retail outlets – downtime means revenue lost
- // No IT service cover for IT Manager’s holidays or sick days
- // No assistance to execute additional IT projects

The **CodeBlue** solution

- // Implement Kaseya for centralised desktop management and support
- // Deliver remote and onsite support as needed
- // Back up IT Manager as needed
- // Perform maintenance checks on servers
- // Specialist support for complex projects

Return on investment

- // Network downtime cut by one third
- // Removed necessity to hire another IT worker
- // Sharp drop in evening call outs
- // Onsite support calls halved
- // Improved clearance rate for support calls
- // Time on the road reduced from three hours a day to one hour

