# University saves time and costs by streamlining systems management

Anhalt University of Applied Sciences advances higher education by streamlining endpoint management with the KACE Systems Management Appliance.

**Quest**

## Hochschule Anhalt
Anhalt University of Applied Sciences

Country: **Germany**

Employees: **Over 200 employees, 7,800 students**

Industry: **Higher Education**

Website: **www.hs-anhalt.de**

Anhalt University of Applied Sciences provides innovative research and teaching at an international level. The university offers a high quality of life and studies for nearly 8,000 students, 2,000 of whom contribute to the University's international flair. With the help of the KACE Systems Management Appliance, their IT team can quickly and remotely inventory, image, manage, maintain and patch hundreds of staff devices across the university's campuses in Bernburg, Dessau, and Köthen.

## The Challenges of Manual Systems Management

Anhalt University has a team of two IT administrators who had to manage, patch and update hundreds of staff computers across the university's three campuses. Some of their required activities included activating new software packages, moving files for

## About this case study

With two administrators managing hundreds of clients in three locations, Anhalt University of Applied Sciences selected the KACE Systems Management Appliance to automate the inventorying, licensing, and patching of their endpoints.

## Solution

With the KACE appliance, Anhalt University has been able to streamline their endpoint management processes and eliminate travel-related expenses by managing, maintaining and securing the client devices remotely.

## Benefits

- A 25% reduction in time to manage, maintain and secure their endpoints
- New licenses, patches and updates are quickly deployed even to employees working from home or in other locations
- Critical errors and problems are resolved, and fixes applied, quickly to all client devices
- Multiple administrative processes are run in parallel saving vast amounts of time

## Solutions at a glance

- KACE Systems Management Appliance

users between directories, and checking the usage and performance of the user devices.

While some tasks could be performed remote, travel between locations was still needed periodically to properly maintain the devices. In addition, many of the essential tasks to maintain these systems were manual and repetitive, which was not an efficient use of this small team's available time.

> **Because we are in three locations, in the past I had to travel to configure various things. Now, with KACE, we can discover, manage and secure endpoints remotely which saves us a significant amount of time and cost.**
>
> *Christian Städtler, IT Administrator, Anhalt University of Applied Sciences*

## The Move to Automated Systems Management

The IT team eventually decided it was time to invest in automated tools for imaging, security, asset management, and patching to gain the boost in efficiency they needed. Based on the recommendation of a service provider, Anhalt University selected the KACE Systems Management Appliance (SMA) for managing their endpoints.

The two IT admins worked with a service provider to implement the KACE appliance, and while they did change service providers a few times, they are very happy with the environment. The university uses the KACE appliance as a standalone for software distribution and plans to eventually transition to having KACE run in a Virtual Machine (VM) environment.

## Streamlining the management of university endpoints

The KACE appliance has enabled their two IT admins to realize a 25% reduction in the time needed to properly manage, maintain and secure their endpoints by automating many manual and repetitive processes. Christian Städtler, the IT Administrator, Anhalt University of Applied Sciences, stated "KACE enables us to run multiple processes in parallel. We have been able to assign licenses and apply updates in bulk to many users at once."

They have been able to respond to issues and new software requests quickly as the IT team can deploy fixes, patches, updates, and software to all their user devices right away. Plus, when it was discovered that a group of users needed Office 2019 licenses, the licenses were deployed nearly instantly as the IT team didn't need to visit the users and the users didn't need to bring their computers to the IT team.

The KACE appliance has proven itself very well at Anhalt University. Städtler describes the stability of the appliance is "indestructible." He considers the KACE appliance and agent as his "extended arm" that enables him to distribute things very quickly even to staff that are working from home or in a different location. He states that "I can reach people now that I couldn't have reached previously."

When asked what he would recommend to others considering KACE, Städtler indicated that "organizations should invest more into training so that you can use the KACE product to its full potential." He sums things up by stating "Quest KACE Systems Management provides a single pane of glass with everything that we need for the endpoint management of all devices."

## About Quest

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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