



SHOPPING: ENTERPRISE APP STORE

PARKER DEPLOYS SHOPPING TO DRIVE DOWN COSTS AND DRIVE UP PRODUCTIVITY



As part of an enterprise-wide initiative, Parker partnered with 1E and deployed Shopping to reduce help desk demand and vastly improve the time it took for users to download and use new software.

Challenge

As part of an organization-wide initiative to increase IT efficiency, Parker wanted to streamline its IT systems by automating the management and delivery of ad hoc user requests for new software applications.

Solution

Shopping was deployed across Parker's North American operation, covering 256 sites and 20,000 users, enabling users to download software on-demand, instead of waiting for a technician to visit their desk and deploy the software manually.

Business benefit

Shopping is now a primary method by which ad hoc requests for new software are handled. Users can source the latest version of the software they need, downloading it directly to their desktop in a matter of minutes.

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Making software immediately available to users

About Parker

With annual sales exceeding \$10 billion, Parker is the world's leading diversified manufacturer of motion and control technologies and systems. Providing precision-engineered solutions for a wide variety of mobile, industrial and aerospace markets, the company's products are vital to virtually everything that moves or requires control, from aeroplanes to refrigerators.

Parker had already deployed Nomad as part of an organization-wide effort to improve IT efficiency by centralizing the reliable delivery of large operating systems, software and patch distributions.

"Nomad allowed us to extend the zero-touch deployment capabilities of Microsoft System Center Configuration Manager (ConfigMgr) to deliver Operating Systems and software upgrades across our network without branch servers or site visits," says Michael Powlison, Technical Resource Supervisor at Parker, "But we still had some concerns over desk-side support because users still had to manually raise a ticket for ad hoc software requests and then wait for a technician to visit them at their desk in order to install the software."

"It was an incredibly inefficient process, both slow and expensive. Users would frequently wait in line for two or three days before a technician arrived at their desk."

Michael Powlison, IT Project Leader, Parker

Parker's users would raise a ticket with the helpdesk, either by email or via a telephone call and then wait for that request to be allocated to a technician. The technician would then manually check for authorization of the request, locate the software required and then visit the user at their desk. With each ad hoc request taking days to fulfill, and costing Parker around \$60 per hour to manage, the length of time it was taking to manage requests was no laughing matter.

"It was an incredibly inefficient process", says Powlison, "both slow and expensive. Users would frequently wait in line for two or three days before a technician arrived at their desk. Worse still, because the user had no control over when the technician would arrive, the visit would sometimes impact their working day, resulting in unnecessary downtime and lost productivity. And, if they were in the middle of an important project, the visit frequently had to be rescheduled, adding even more time and cost to the process."

Parker rolled Shopping out across their North American business over 12-month period, making it available across 256 sites to support 20,000 users, almost 60% of the total global workforce. "It was incredibly easy to install, we did it in just one afternoon," remarks Powlison. "The secret was in knowing how we were going to use it once it was installed and we worked closely with 1E to make the most of the functionality."

As well as cutting the cost of supporting ad hoc user requests and ensuring much faster software deployments, Shopping has also helped Parker move towards version control and standardization. With different divisions within Parker having different software requirements, Parker has also taken advantage of Shopping's decentralized branch functionality, by empowering regional administrators to make locally-informed decisions on what applications are made available to their users.

User experience massively improved and productivity increased

About Shopping

Shopping empowers users to install software, operating systems and services at a time when it suits them without disrupting their daily workload. The self-service automation of the request, approval and delivery process means users can download the software and services from the enterprise app store within minutes and dramatically reduces the number of software requests that go through the helpdesk.

"We keep control centrally, so we can achieve economies of scale in terms of license costs, by managing a 'master list' of applications, but local administrators are free to pick and choose the applications from this list which they feel best fit their users' needs."

"It's not just about the cutting costs or improving management," says Powlison, "it's also about the user experience. In the past, users would never know when the technician was going to arrive to install the software. Now, through Shopping, they get automated emails telling them when their request has been approved and when the software has been deployed and is available to use. Better yet, because the software downloads silently, there's no impact to their working day," he adds.

"The feedback has been positive," Powlison says, "from management because of the cost savings, from the technicians who now get to focus on more strategic tasks, and also from the users themselves." Parker is now looking at how they can make Shopping functionality available to the rest of the business, while also taking advantage of innovative features like application rental to further reduce costs.

"We operate in 48 countries around the world, and we need to support twenty different languages, so we're working with 1E to extend Shopping's multi-language capabilities to all our other users," says Powlison. "And we are looking closely at how we could use Shopping's software rental features to cut our license costs by letting users rent software on-demand, rather than deploying perpetual software licenses to every user." "users' needs."

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About 1E

1E is the pioneer and global leader in efficient IT solutions. 1E's mission is to identify unused IT, help remove it and optimize everything else. 1E efficient IT solutions help reduce servers, network bandwidth constraints, software licenses and energy consumption.

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