



# Triple-S

.....  
 TRIPLE-S REDUCES OUTSOURCING COSTS 40%, MIGRATION TIMES 85%, AND EFFICIENTLY MANAGES SOFTWARE LICENSES WITH ALTIRIS

## THE SOLUTION

Altiris® Client Management Suite™ including:

- Deployment Solution™
- PC Transplant® Solution
- Software Delivery Solution™
- Recovery Solution™
- Patch Management Solution™

Altiris Asset Management Suite™ including:

- Inventory Solution®
- Application Metering Solution™
- Asset Control™
- Help Desk Solution™

## TRIPLE-S

Triple-S is Puerto Rico's leader in health insurance and the second largest locally owned corporation on the island. The company was founded in 1959 by a visionary group of doctors determined to improve the quality and accessibility of the country's health services. Triple-S is the first company to offer a health plan with an open access network and works hard to fulfill its commitment to provide services to all market segments and deliver quality care to its 1.2 million members. (www.ssspr.com)

## THE CHALLENGE

- > Reduce OS migration times and costs.
- > Speed software upgrades and patch installations.
- > Take control of software license management; protect sensitive business data.
- > Decrease help desk ticket resolution times and support costs.

## THE BUSINESS VALUES

- > Altiris Deployment Solution and Altiris PC Transplant Solution reduced Triple-S's migration time by 85 percent.
- > With Altiris Software Delivery Solution, Triple-S upgraded its primary business application in one day versus seven; using Altiris Patch Management Solution the company can patch its 1,580 PCs in 12 hours or less.
- > Altiris Inventory Solution and Altiris Application Metering Solution combine to give Triple-S real-time management of its many software license agreements; Altiris Recovery Solution provides instantaneous backup and recovery of the company's mission-critical data.
- > Altiris Help Desk Solution automated Triple-S's previously manual help desk system, significantly speeding problem resolutions and reducing support costs by doing more with fewer human resources.

Triple-S health and insurance products are regulated by a variety of governmental agencies, which require the company to meet specific timeframes regarding benefit payouts, delivery of care and other obligations. Triple-S relies on its enterprise network to meet these and all of its other responsibilities. "Our business runs on our network," said Victor Rivera, technical support manager for Triple-S. "It's our job in the Information Technology (IT) Department to make sure that not only the network is operating at peak performance but each of our 1,580 PCs as well so employees can be productive the entire business day. With our PCs and 56 Hewlett-Packard (HP) servers spread among four main campuses and 32 regional offices, managing the network and desktops used to be a labor-intensive task because most of the work was done manually. We were always behind, always

reacting to situations instead of being proactive. When it was time to upgrade our SmartFrame business application, which runs everything from finances to human resources, we decided it was time to start using our heads more than our hands and implement an automated management solution."

When Triple-S was researching the leading solutions on the market, a local Altiris partner, Rafael Rosario and Associates, recommended Altiris Client Management Suite. "After seeing the Altiris demonstration," continued Rivera, "we realized how far behind we were in automating our desktop operation. We had a few automated tools from third-party vendors that helped us in little ways, but they were more hindrance than help when it came to tackling even a medium-size project, and upgrading SmartFrame would be a huge project."

## UPGRADE 1,580 PCS IN ONE DAY VERSUS ONE WEEK

Several years ago, when Triple-S upgraded to a previous version of SmartFrame, the deployment took forty technicians one week to complete, and the project was plagued by problems. "At first we tried to perform the upgrade with a tool that came bundled with the operating system (OS)," explained Rivera, "but that failed miserably. We had to hire outside consultants to help our staff manually install and configure the software on each PC from CDs. The outsourcing and travel costs were enormous, and each day of the deployment we spent as much time fixing problems as we did installing the software. It was a nightmare."

For its latest upgrade of SmartFrame, Triple-S used Altiris Software Delivery Solution to automatically install and configure the application from a single console. "Compared to our last upgrade," noted Rivera, "the Altiris installation was nothing short of amazing. We started at 10:00 a.m. on a Friday morning and finished at 7:00 p.m. for a total of nine hours and that included upgrading SmartFrame and Microsoft Office at the same time. Everything was done automatically over the network. We did not have to hire outside consultants or pay travel costs. We had no major problems and each PC was configured exactly the same. The difference was night and day."



OS MIGRATION TIME REDUCED 85%

Rivera is currently using Altiris Deployment Solution and Altiris PC Transplant to migrate all of Triple-S's PCs to Windows XP. "Nearly the entire process is done without human intervention," said Rivera. "We are purchasing new computers and using Deployment Solution to simultaneously upgrade groups of 40 at a time. First we use PC Transplant Pro to capture each user's personal settings from their old machines. Next we deploy a standard image on the new PCs, use Software Delivery Solution to install and configure non-standard applications, and then use PC Transplant a final time to reapply the user settings. Deployment Solution installs the image in 10 minutes or less and the entire process takes two hours. Before, manual migrations took 14 hours per machine and that didn't include travel time. That's an 85 percent time savings, and actually much more when you consider that we are migrating 40 PCs at a time versus one at a time."

LICENSES ALWAYS IN COMPLIANCE

Triple-S uses Altiris Inventory Solution and Altiris Application Metering to take control of managing and monitoring its many software licenses. Before, using a paper system to track its licenses, the company was never sure exactly how many licenses they had, when they expired, and who was using them. "Because we were tracking so many licenses manually, it was impossible to keep up," stated Rivera. "Now with Altiris, we are always in compliance with our licensing agreements. We use Inventory Solution to take a real-time inventory of the hardware and software on our system, then run Application Metering that tells us in real time which users are using which applications. By comparing the Application Metering report with the Inventory Solution report, we can spot the users who have software installed but are not using it, then reassign the license or cancel it. Besides keeping us compliant, Altiris is saving us money by ensuring that we are not wasting our budget on unused licenses."

Altiris Asset Control Solution helps Triple-S track the total cost of ownership of its IT assets. For instance, a manual count showed that one segment of the network had 1,450 clients. After installing Asset Management Solution, the company realized it actually had 1,480 clients. "We had to purchase

100 more licenses based on the detailed information Altiris gave us," said Rivera. "We can now have real-time, accurate data on the number of leased PCs, the name of the person assigned to each asset, and other detailed information that helps us plan and budget for the future."

PATCHES AUTOMATICALLY INSTALLED, EVEN ON REMOTE LAPTOPS

Triple-S previously used a third-party tool to automatically install patches on its networked PCs. But the application only installed critical updates on a select number of operating systems. "Our patch process was hit or miss," continued Rivera. "The machines that were not patched automatically had to be updated manually, which could take a few days or a few weeks. And with all of our remote users, we never knew if the patches we sent out were installed or installed correctly. So we were never comfortable with the level of our system security. With Altiris Patch Management Solution, however, we can install any type of patch on any of our OSs in 12 hours or less. Remote laptops are automatically updated the moment they log on to the network. In addition, Altiris generates a report that confirms the patch was properly installed on the target machines."

ALTIRIS RECOVERY SOLUTION PROTECTS MISSION-CRITICAL PCS

Rivera uses Altiris Recovery Solution to automatically backup the data on Triple-S's mission-critical PCs. Now, restoring lost data is as easy as a few keystrokes. "Before," noted Rivera, "recovering information was a time-consuming, manual process. We had to be very creative and many times we could not restore the data. Now, Recovery Solution allows us to fully restore a user's data in one hour or less. We have been 100 percent successful each time we have used Altiris to recover lost information. Another benefit is that it doesn't require a backup window. Each time a file is changed, Altiris automatically and in real time updates the backed up file on our storage area network."

AUTOMATED HELP DESK SPEEDS PROBLEM RESOLUTION

When Triple-S employees called the help desk to report a problem, the help desk operator typed



"Altiris also helps us comply with the IT Infrastructure Library (ITIL) standard, helping us further streamline processes and cut costs. In all areas, Altiris has saved us hundreds of thousands of dollars in labor costs and paid for itself in the first year."

—Victor Rivera  
Technical Support Manager  
Triple-S

ABOUT ALTIRIS

Altiris, Inc. offers a full line of Web-enabled solutions that empower organizations to easily manage desktops, notebooks, handhelds and Windows, Linux and UNIX servers throughout the IT lifecycle. Altiris provides fully integrated, complete systems management solutions for client and mobile, server, and asset management. Altiris' vision is to automate, simplify, and reduce the cost and complexity of IT lifecycle management with a rapid return on investment. For more information, visit [www.altiris.com](http://www.altiris.com).

out a ticket and assigned the issue to a technician who would typically have to travel to the user to troubleshoot the machine. "Our old help desk system was inefficient and labor-intensive," explained Rivera. "Altiris Help Desk Solution and the other Altiris products that integrate with Help Desk Solution have streamlined the process, which saves everyone—the IT Department and the end users—time which is money. Thanks to Altiris, users can generate their own tickets without the intervention of a help desk operator. The tickets are automatically assigned to a technician who can use Altiris Carbon Copy Solution to remotely control a user's PC to resolve the problem and call up Inventory Solution if they need to see helpful information such as the user's OS version. If the solution requires a patch or a software upgrade, the technician can quickly install either using Altiris. Best of all, the technician can perform all of these tasks without leaving his desk."

FEWER TROUBLE TICKETS

Rivera has seen many positive changes since implementing Client Management Suite. "With Altiris, we have finally provided a stable environment for all of our PC users," stated Rivera. "The decrease in trouble tickets has been dramatic and we have significantly decreased the time it takes to repair problems. The calls have dropped off because Altiris has allowed us to standardize our applications and stay up to date with patches. Our technicians no longer spend their working hours in their cars driving to regional offices to fix problems. We have moved many technicians from the service desk area to the lab, programming and other places that generate revenue instead of overhead. Altiris also helps us comply with the IT Infrastructure Library (ITIL) standard, helping us further streamline processes and cut costs. In all areas, Altiris has saved us hundreds of thousands of dollars in labor costs and paid for itself in the first year."

ALTIRIS/HP PARTNERSHIP REDUCES COSTS

Triple-S, which standardizes on HP desktops, laptops and servers, also uses HP Client Manager Software (HP CMS), which integrates HP Intelligent Manageability technology with Altiris software. HP CMS provides superior hardware management capabilities for HP devices and gives Triple-S's IT department detailed views of its hardware inventory for asset management, PC health check monitoring and diagnostics, Web-accessible reporting of business-critical details such as machines with thermal warnings and memory alerts, and remote updating of system software such as device drivers and ROM BIOS. "We have been an HP shop for a long time," said Rivera. "We have an excellent relationship because they have competitive pricing and deliver great service. They really do their homework and keep us informed of the latest data that can make us more efficient. The Altiris/HP partnership has been very beneficial for us. For example, our outside contract service costs have dropped 40 percent and are still dropping month by month. We keep discovering more features that keep saving us time and money."



altiris®  
intuitive > manageability

Copyright © 2004, Altiris, Inc. All rights reserved. Altiris, Inventory Solution and PC Transplant are registered trademarks of Altiris, Inc. in the U.S. and in other countries. Client Management Suite, Deployment Solution, Helpdesk Solution, Patch Management Solution, Application Metering Solution, Software Delivery Solution and Recovery Solution are trademarks of Altiris, Inc. The other company names or products mentioned are or may be trademarks of their respective owners.

