

# Case Study



**Moreland** City Council

**While some organizations spend months trying to understand and implement complex management suites, others find a new solution. Peter Blanker of the Moreland City Council put an end to complexity and said hello to New Boundary Technologies' easy to use software deployment program, Prism Deploy®.**

#### **Background**

In a city with 5,300 businesses and nearly 140,000 residents who come from 150 countries, the Moreland City Council in Melbourne, Australia stays abreast in their diverse community.

The Moreland City Council is pro-active in encouraging sustainable economic development for local businesses and for the broader community. They are dedicated to finding ways to support local businesses, to expand and improve existing infrastructure and to enhance the city as an ideal location to live and work.

#### **Network Environment**

Just as the council finds solutions to diverse and complex issues within the community, for the Moreland City Council must find affordable and simple solutions for managing software across their network.

Peter Blanker is in charge of for the council's network, which is as diverse as the community. Peter and his staff are responsible for approximately 1,200 users who are spread out between more than a dozen locations around the municipality. Most of the administrative staff have dedicated workstations, but in remote locations. The outdoor staff often shares a personal computer. Peter's diverse network results from the wide variety of services the Moreland City Council provides to their community. Managing and affording it can be quite a quandary.

"Working for a council is like working for 100 separate businesses. We do everything from garbage collection, to town planning, to maintaining the public parks, to public health. As you can appreciate, due to this diversity, the number of software packages in use is wide and varied. To top it all off, funding for this rich infrastructure is always a challenge!" Peter said.

Finding a way to support his diverse network, while keeping his costs low, became a challenge for Peter after his past

#### **Organization:**

Moreland City Council,  
Melbourne, Australia

#### **Company Profile:**

Moreland, Australia, with a population of 140,000, has one of the highest population densities of any metropolitan city. The Moreland City Council is responsible for maintaining this diverse community by overseeing many of their community services.

#### **Situation:**

The Moreland City council needed a simple and affordable way to deploy across their diverse network of 1200 users.

#### **Solution:**

The council's IT team previously used ZENworks for deployment, but found it too complex. To better serve their needs, they chose New Boundary Technologies' comprehensive packaging and deployment tool Prism Deploy.

experiences with the rather complex ZENworks program. Previously, Peter and his staff were loyal to ZENworks 2.0 for their system management. When ZENworks 3.0 was introduced, Peter saw no benefit to the new version and remained with ZENworks 2.0.

In a short while, Peter migrated from Windows 95 to Windows 2000, which rid of their Netware Client. Concurrent with the migration, Peter evaluated ZENworks 4.0, the most recent version, which no longer required Netware.

To his surprise, Peter discovered that the new version was even more complex than the previous version. After highlighting the strengths of ZENworks 4.0, Peter realized he was only using ZENworks for deployment rather than for other feature points. Peter was making his work more cumbersome than necessary.



Wanting to narrow his focus, combined with not having the staff to efficiently operate ZENworks, Peter set off to explore alternative deployment tools. His staff would later thank him for taking this proactive step in finding a more viable solution.

### **Solution**

In researching, Peter read a review of ZENworks 4.0 and found his observations to be correct. The review highlighted what Peter already knew; ZENworks was too complex, proving it was not an appropriate solution for Moreland City Council. The same review went on to suggest New Boundary Technologies' flagship software tool, Prism Deploy for organizations who are in need of a reliable deployment tool.

The relationship between New Boundary Technologies and the Moreland City Council quickly escalated.

In just a few hours, Peter downloaded an evaluation copy of Prism Deploy from [www.newboundary.com](http://www.newboundary.com). In truth, he installed and understood the product immediately without the help of the manual or a New Boundary Technologies support staff member! Peter was encouraged after discovering how easy Prism Deploy was to use after grueling over the complex system of ZENworks.

Peter had no problems getting his staff members up to speed on Prism Deploy. He allowed a junior staff member, Nick, to view the profound comparison.

Just 30 minutes later, Nick successfully created a deployment package and installed it on their target network, again with no manual. Prism Deploy delivered just as advertised: software deployment without the excess baggage. Such news was liberating for Peter and his staff.

### **The Difference**

In testing Prism Deploy, Nick discovered a hallmark

feature of the deployment program. Prism Deploy provided Peter's end users with absolutely no hassle. When using ZENworks, the end user was always affected. You could not do things behind the scenes.

Peter commented on how they really liked the polling intervals for the Prism Client. "With ZENworks, when we scheduled deployments, 500 users would start at the same time in the morning and get their updates upon login. The network slowed throughout the day and after hours. In Prism Deploy, the Client polls the Prism Server and if there's a new deployment task, it installs. It's easy to create different groups within Prism to stagger the deployment. And since deployment is not dependant on network logon, deployments can occur throughout the day. Most importantly, Prism Deploy works in the background so the end user is unaffected," Peter said.

### **Result**

"Prism Deploy has already improved since we first purchased it. It's obvious that New Boundary Technologies is committed to the product," concluded Peter.

"Prism Deploy includes a feature called Active Update. It lets us identify and dynamically group computers based on very specific configuration criteria, like the existence of a specific application, operating system service pack level, and even range of IP addresses. Now, instead of hunting down computers with an application installed, we just create the conditions in Prism Deploy. Computers matching the conditions automatically put themselves into the group. We can then assign the application update to just the computers who need it. It's extremely powerful and we've just begun to dig in," Peter explained.

"Without this feature, we would eventually need to get an inventory tool to help us keep track of what computers need which updates; Prism Deploy has answered this question for us," Peter said.



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