

Case Study

Nienburg/Weser



With 170 different applications to manage at several distributed sites, the Nienburg Department of Public Roads (NDPR) often found itself in a traffic jam when it was time to deploy and update software. The NDPR knew it needed to drive new efficiencies by automating its software distribution processes. The department found its solution in **Prism Deploy®** from New Boundary Technologies®, distributed in Germany by **OPTIMAL System-Beratung**.

Background:

The Nienburg Department of Public Roads handles traffic planning, maintenance, and other official transportation responsibilities for a two-county area. The department's responsibilities include traffic signal device maintenance, traffic volume analysis, noise abatement, and investigations. Until recently, the department relied on manual methods for deploying new software and software updates to its various computer systems, which included regular travel to several distributed sites.

Environment:

The IT department for the Nienburg Department of Public Road is responsible for more than 100 users, many of them located in five separate highway maintenance depots. The department uses approximately 170 different software applications in its operations, many of them highly specialized. As Hans-Peter Schmidt, chief network administrator explains, "It could be bridge construction, design via CAD, or terminal applications – everything is represented.

Organization:

Nienburg Department of Public Roads

Profile:

Tasked with traffic planning and road maintenance for a two-county area, the Nienburg Department of Public Roads' responsibilities include traffic signal maintenance, traffic volume analysis, noise abatement and investigations.

Situation:

The Nienburg Department of Public Roads is responsible for more than 100 users distributed among a home office and five highway maintenance depots. The NDPR also manages 15 servers, including Exchange, backup and data servers. The NDPR uses approximately 170 different software products, many of them highly specialized. Most of the department's software applications are Windows-based, with some DOS-based legacy applications still in use.

Solution:

After evaluating several vendors, the Nienburg Department of Public Roads selected Prism Deploy based in large part on its robust automation functionality and its ease-of-use. The department realized significant savings in staff time and expenses related to software management. The Nienburg Department of Public Roads is impressed with the level of deployment reliability offered by Prism Deploy. The department is also impressed with Prism Deploy's level of granularity, and the security features included in the solution.

Maintaining the installations and updating the software required lots of time and manpower."

In addition to about 100 desktops, the department manages 15 servers, including Exchange, backup, and data servers. The department also uses two Linux servers, one as a Web server, and the other as a proxy server. Most of the software applications used by the



Nienburg Department of Public Roads are Windows-based, with some DOS-based legacy bidding applications still in use.

Challenges:

The Nienburg Department of Public Roads spent far too much time on its own roadways when it was time to deploy and update software. Relying on manual installations meant that administrators had to drive to each of the department's five highway maintenance depots to do the work. This represented a significant level of staff time and travel expense. And considering the large number of applications to manage, it seemed that there was nearly always an administrator traveling to remote sites to maintain software.

Solution:

After making the decision to acquire an automated software distribution solution, the Nienburg Department of Public Roads began their search. The department evaluated products from several vendors before ultimately selecting Prism Deploy® from New Boundary Technologies, based in part on its robust functionality and ease-of-use. "The software was easy to handle and to understand right away," explains Schmidt.

Among the most important Prism Deploy features for the department is the ability to update software with a high level of reliability. "You just need to put a [software] package together that can be distributed without major problems after just a brief reworking," Schmidt says. The department is also impressed with the level of granularity Prism Deploy offers, including the ability to remotely adjust registry settings, or set up a proxy, or change the home page on Internet Explorer. "In this way, Prism Deploy is going beyond mere software distribution," Schmidt explains. "In addition, it is possible to query for virus-infected machines, which is important to us in regard to security."

Results:

By automating its software deployment, the department realized significant savings in staff time and expenses related to software maintenance. "Of course, by eliminating the trips we also saved travel expenses," says Schmidt, "Now we have more time for things that used to be mostly left undone." Thanks to the robust functionality and ease of use of Prism Deploy, the Nienburg Department of Public Roads now gets its software installed and updated using the information superhighway instead of the Autobahn.



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