

# Case Study



Serving a population of more than 190,000 residents, the London Borough of Merton needed to find a way to solve some IT management issues that seemed almost ungovernable. One of the most pressing needs was finding and implementing a software deployment solution that would automate processes and relieve manual workload pressure on the IT staff members responsible for the desktop management of thousands of workstations. Merton Council selected New Boundary Technologies' Prism Deploy®, distributed in the United Kingdom by NetWorld UK, as their preferred software distribution solution.

## **Background:**

Merton Council is the primary government entity for the London Borough of Merton, a southwest London suburban community encompassing the commercial centers of Wimbledon, Mitcham, and Morden. Serving a population of more than 190,000 residents, Merton Council manages some 2,500 workstations and 15 WAN sites within the borough. Until recently, Merton Council performed its deployment tasks manually, installing software one computer at a time at each workstation or over the network using remote control software.

## **Challenge:**

Merton Council faced a difficult situation any time it had to install new software to its computers. Without an automated deployment solution, the Council's IT department was forced to install software using manual methods. That meant either sending a technician to computers needing software, or

## **Organization:**

The London Borough of Merton

## **Quote:**

"Automating the mass deployment of software such as product version upgrades will save us a huge amount of time and money every year. Plainly put, Prism meets or exceeds all of our needs for functionality and usability. We're very impressed with Prism Deploy and we will be using it for all of our software distribution needs."

– David Lovatt

Desktop and Servers Group Team Manager

installing applications, service packs, and updates via remote control over the network. Considering that the IT department has more than two thousand computers to manage, installing new software was a time-consuming, inefficient process.

## **Environment:**

With 2,500 workstations and 15 wide area network sites in its environment, Merton Council's IT department was constantly busy updating and installing software. Because they lacked any kind of automated deployment solution, the IT department was spending thousands of man-hours every year on deployment. According to Dave Lovatt, Desktops and Servers Group Team Manager, it was taking far too long and involving too many staff hours to install, update, and maintain software across the environment.

## **Solution:**

After reviewing options and evaluating desktop management solutions, Merton Council narrowed the field to two finalists. In the final decision based



on a formal tender process, the Council determined that Prism Deploy was the better choice for them. According to Lovatt, Prism Deploy was a better fit for them in terms of delivering the required and preferred functionality. Lovatt also praised Prism Deploy's usability, a result of the products' intuitive user design and overall simplicity.

**Result:**

Thanks to Prism Deploy, Merton Council has now automated its software distribution processes and is realizing amazing savings in time and resources. Rather than spending days or weeks updating all of its 2,500 workstations manually, the IT department can now deploy software over the network in just a small fraction of the time it used to take. According to Lovatt, Merton Council will have additional capacity to let them redirect staff to provide faster, better service and to achieve levels of uniformity of software installations that were impossible to reach before.

"One of the most powerful features of Prism Deploy is Configuration Groups," said Lovatt. "Using Prism Deploy, we can create groups of computers based on the characteristics and parameter we set for them. Prism Deploy automatically populates the groups based on the preset parameter, and then automatically performs the tasks we assign them, from installing to updating and even removing software."

Using Prism Configuration Groups, the Merton Council has created a 'set-and-forget' software distribution environment. For example, if they have a new version of Internet Explorer or Adobe Acrobat Reader to install, they simply create a Configuration Group, assign the parameters, build a deployment package, and let Prism Deploy do the rest. Merton Council is so pleased with the features and functionality of Prism Deploy that they use it as their exclusive software distribution solution.



New Boundary Technologies®  
1300 Godward Street NE, Suite 3100  
Minneapolis, MN 55413  
Tel. 612.379.3805 / Toll-free 800.747.4487  
Fax 612.378.3818  
[www.newboundary.com](http://www.newboundary.com)  
[info@newboundary.com](mailto:info@newboundary.com)



NetWorld UK  
98 Hermitage Road  
Coventry  
West Midlands  
CV2 5GE  
Tel: 02476 456174  
Fax: 02416 659669  
[www.prismdeploy.co.uk](http://www.prismdeploy.co.uk)  
[sales@networlduk.com](mailto:sales@networlduk.com)