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📖 Case Study

DRMP

Industry

Manufacturing

ITSM Challenges

- Slow and difficult generation of hardware and software license reports for auditing.
- Unable to use and trust data recorded by the slow network.
- Audit had to be built from spreadsheets, accounting software, and even photos of serial numbers.

Outcome

DRMP was able to quickly manage IT assets through the accessible and cloud-based interface of Samanage, sharply contrasting their earlier system of managing service desk requests.

DRMP Reduced Company Liability and Streamlined Reporting

Background

DRMP, Inc. offers services for the development of infrastructure in the civil engineering, surveying, planning, and environmental science fields. Named after the surnames of each of the four founding partners, the company was established in 1977 and is headquartered in Orlando, Florida. By honing in on their clients' goals with a focus on sustainability, DRMP's project teams apply their expertise to deliver quality projects successfully for their clients and community-at-large.

Challenges

Generating hardware and software license reports for management and vendor true-ups was difficult and extremely time consuming. In addition, over the last few years, DRMP underwent audits from both Microsoft and Autodesk.

"It's not if you are going to be audited, it's when," said Chris Cantrell, Information Systems (IS) Manager at DRMP. "In those situations, the ability to quickly and accurately pull information about where the software is installed, becomes extremely important."

Using a free tool for IT asset management, the DRMP IS team was unable to use and fully trust the data being recorded through the slow, rudimentary network polling occurring on its subnets.

This meant audit reports had to be built from multiple sources: spreadsheets, accounting software, and even photos of serial numbers on the back of boxes to validate purchases.

"Now, in both instances, with the Microsoft and Autodesk audits, we were fortunate enough to be able to validate the data reported by the vendors and the end result

was positive that we did not owe any money (which is extremely rare)," said Cantrell. "But, this solidified the fact that we needed to implement a system that was dependable, easy to use, and required less time to track and report the license installation data that we need for compliance, which we take very seriously."

Around the same time, DRMP implemented Zendesk to replace their old help desk tool that lived on an internal server to provide a better reporting tool and improve the IS Department customer support to their employees.

"We started looking for an asset management solution that was cloud-based and could integrate with Zendesk," said Cantrell. "We wanted to start attaching support tickets to assets, and that's how we came across Samanage."

Solution

Looking into other IT asset management solutions, the DRMP IS team found that they would almost need a full-time staff member just to manage the function of those tools, but knew there had to be a more simple solution.

"We wanted something that was a really clean interface, easy to manage, and a place that we could put in our contracts with their expirations," said Cantrell. "Being able to tie the contracts to the assets was critical."

Samanage proved to be a great option to DRMP because of it's cloud-based architecture and accessibility from mobile devices.

"I knew Samanage would be easy for my staff to navigate and update," said Cantrell. "And, the fact that we were able to integrate it with OneLogin for our Active Directory, meant we would have the capability to pull our users into Samanage and assign them to the assets. That was the key feature that sealed the deal."

"With Samanage, we can quickly generate a report for each department manager providing them the detailed information needed to analyze their assets. In past years, this kind of information would have been compiled manually from Microsoft Excel spreadsheets, on the fly, which had always required a lot of staff effort and time."

Chris Cantrell
Information Systems (IS) Manager

Benefits

Come budget time, Cantrell and his IS team would receive questions from company department managers throughout the organization about the computer refresh cycle. These managers would want a better understanding of what assets their staff had and the quality of those computers compared with other company assets.

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The information from Samanage speeds up this process considerably, giving the IS team the capability to get approvals and implement a four-year refresh cycle on desktop computers, ultimately keeping current technology in the hands of its staff.

"Our help desk no longer has to bump and shift old hardware around because we're not retaining computers for long periods of time after their useful life," said Cantrell. "Samanage allows us to better forecast new computer purchases, while also letting us to take advantage of bulk buying power with vendors."

By implementing Samanage, DRMP has drastically improved the organization of their assets and given their IS team immediate access to their technology inventory and contract data. This has reduced DRMP's company liability and given their IS team a streamlined reporting tool to provide their upper management the data needed to make future asset purchasing decisions.

We'd love our next success story to be the one we write together with you. Let us know how we can help at 888-250-8971.

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