

The University of South Australia streamlines PC management by deploying time-saving IBM Tivoli Provisioning Manager software.

Overview

University of South Australia
Adelaide, Australia
www.unisa.edu.au

Industry

- Education

Product

- IBM Tivoli Provisioning Manager for Operating System Deployment



“With the Tivoli software, we have gained much better control over our large PC environment and can provide a level of support previously inconceivable.”

—Francis Chan, Senior Information Technologist,
University of South Australia

A national leader in collaboration research, the University of South Australia (UniSA) has more than 30,000 enrolled students and 3,000 employees. The university is located in Adelaide, Australia’s fifth-largest city.

Challenge

UniSA maintains 1,300 desktop PCs across its five campuses to provide thousands of students with access to the Internet, word-processing applications, business software and training systems. Because it performed routine maintenance operations such as application rollouts and operating system updates manually, the university’s IT department had a difficult time keeping the systems up-to-date. UniSA needed a solution that would allow it to maintain its desktops in an efficient manner.

Solution

To manage its vast desktop environment, UniSA implemented IBM Tivoli® Provisioning Manager for Operating System Deployment, Version 4 software. The Tivoli solution allows the IT department to easily deploy Microsoft® Windows® updates, new applications and patches from a central location. UniSA personnel pushes updates through the campus’s wide area network (WAN), which is much quicker than individually updating each PC. Now the university can roll out hot fixes anytime, updating the computers remotely. Once a student restarts the PC, patches and upgrades are automatically installed.

Benefits

- Reduces the overall workload for the university’s IT department
- Allows the client to perform PC updates at a rapid rate of 60 machines in 40 minutes, helping to minimize system downtime
- Lowers the total cost of ownership of the environment by facilitating centralized rollouts, updates and patches



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