Kaseya streamlines IT management at leading engineering support services provider

Automation empowers Babcock's IT department to enhance organisational efficiency and reduce costs

Business Challenge

Babcock is a leading supplier of engineering support services to the energy, process, mining and construction industries, and the exclusive regional distributor for many leading international brands and products in southern Africa. When the company's IT department became bogged down in the day-to-day operations of IT management, issue resolution and troubleshooting, it turned to technology to find a suitable solution.

Babcock has a national footprint of 38 branches. This equates to over 700 machines that run Microsoft, which the internal IT department looks after, explains Corné Els, systems manager at Babcock. "To manage the entire corporate network and administer this environment, we have a staff complement of 13, which includes seven technicians, one procurement employee, a VIP IT manager who supports the executive team, a solutions architect, an IT service delivery manager, the group IT director and myself," he says.

Els and his colleagues were working at full capacity merely keeping up with software upgrades and hardware maintenance. "This meant we were being completely reactive with the maintenance of our IT environment, which, over time, can lead to serious issues as maintenance falls behind, problems rapidly escalate and our IT staff are constantly engaged in issue resolution with little time for anything else," says Els. "We were also spending an inordinate amount of money on travel to send technicians to offices located around the country to perform routine maintenance and updates."

According to Els, his team needed to become more proactive to ensure the company's IT environment continued to run smoothly, as IT is the operational lifeblood of this multinational organisation. "One of our contractors recommended that we investigate Kaseya, as the solution offered all the functionality and ease of use we were after."

After a demonstration of Kaseya's integrated, distributed, multi-tenant IT Services Management (ITSM) solution was set up, the automation capabilities stood out for Els, as this functionality would allow the team to be more proactive in terms of their IT management. "We also looked at another vendor's solution before committing," says Els, "but it was extremely resource intensive. Kaseya was also a lot easier to work with."

Solution

Babcock purchased 750 licences of Kaseya, which were installed on all the machines on the premises. The solution was quick and easy to deploy and use, and delivered the automated task management required to perform the company's daily IT tasks.

Through IT automation the Kaseya solution provided service delivery capabilities that resulted in increased productivity, consistent service levels, and increased utilisation of IT staff. It also enabled Babcock to expand its service capabilities and reduce costs. "The automation and patch management capabilities of the solution enabled us to consolidate our IT management by automatically keeping servers, workstations and remote computers up-to-date with the latest important security patches and updates. The solution also gave us greater visibility into our network through the Discover, Audit and Inventory module for enhanced IT asset management," continues Els. "In fact, the solution offered everything we needed to revolutionise our approach to IT management."

babcock

trusted to deliver™

Company Profile

A dynamic and diversified group, Babcock is a leading supplier of engineering support services to the energy, process, mining and construction industries and the exclusive regional distributor for many leading international brands and products in southern Africa.

www.babcock.co.za

Kaseya

THE IT MANAGEMENT CLOUD COMPANY™

Babcock also purchased additional add-on modules to enhance the setup, configuration and implementation of the system by Els and his team. "I rolled it out on my own and the implementation went incredibly smoothly as Kaseya integrated perfectly with our Microsoft environment – it was as simple as that. I spent a day with Kaseya running through the functionality of the system, as well as the updates, reporting and monitoring functionality."

Business and IT benefits

Els explains that he is now able to run all the applications, updates and security checks himself, which has freed up Babcock's IT staff to play a more proactive role in the organisation. "We all have more time to do the other important elements of our jobs because patch releases, which were the most time consuming element of our jobs, are now automated. Everything can also be done remotely, so technicians don't need to be on site all the time."

The solution has also significantly reduced the IT department's travel expenditure, according to Els. It also means that when technicians perform site visits they are more productive with their time as they're not simply dealing with routine maintenance, updates, troubleshooting or issue resolution.

"Kaseya has successfully taken all of the mundane, time consuming, yet still essential day-to-day tasks off our plates, which has had a financial impact on our department, and our ability to deliver the level of IT management the company needs to operate optimally. We are therefore very keen to look at additional modules to see how Kaseya can benefit our business in other ways," concludes Els.

Business Challenge:

Babcock's internal IT department, which consists of just 13 staff, became bogged down in the day-to-day operations of IT services management, issue resolution and troubleshooting as it had to manage 38 branches nationwide, with approximately 700 machines that run Microsoft. The team had their hands full merely keeping up with software upgrades and hardware maintenance, which meant they were acting completely reactively to IT management and maintenance.
There were also cost overruns on travel as technicians had to be sent to offices located around the country to perform routine maintenance and updates.
The team needed to become more proactive to ensure the company's IT environment continued to run smoothly, as IT is the operational lifeblood of this multinational organisation.

Solution:

Kaseya provided an integrated, distributed, multi-tenant ITSM solution. Additional add-on modules were implemented to enhance setup, configuration and implementation.

Key Benefits:

- IT Automation enables the delivery of proactive, results-based IT services.

- Kaseya provides unparalleled automation of daily IT tasks required to manage and maintain systems and devices.

- Through IT Automation, the Kaseya solution provided Babcock with service delivery capabilities that resulted in increased productivity, consistent service levels, enhanced the efficiency of IT staff, expanded the company's service capabilities and reduced costs.

- The add-on modules streamlined the software deployment and update process, while ensuring compliance and version dependencies are met.

About Kaseya

Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit **www.kaseya.com**

Kaseya

THE IT MANAGEMENT CLOUD COMPANY™