

# Pharmacy and Health Services Group brings IT in-house with the help of Kaseya

White Retail Group provides managed services for a growing number of Terry White Chemists and medical centres along the east coast of Australia. The Group offers financial, retail and payroll expertise as well as tools and support services that help clients to improve their businesses.

## Outsourcing brings inconsistencies

The IT infrastructure supporting this service includes a network containing approximately 600 end points across 30 separate sites. Until two years ago, all of the IT support was outsourced to third-party providers that regularly sent consultants to each site to carry out maintenance tasks.

Under the arrangement however, inconsistencies began to appear as software could only be updated or patches applied when a consultant was on site. This led to different sites running different versions of everyday applications such as Acrobat Reader, Flash or Chrome. Simple tasks such as deciding what version of an application to use when sending a document to all members of the group was difficult.

In addition, every month updated drug databases have to be loaded onto each and every PC in the network. This process took roughly five minutes per PC per month totaling a massive 3,000 minutes per month of manual on-site work. In order to minimise inconvenience, consultants carried out the updates out of hours. This meant it could take up to half a month before all sites had been visited and were working with the new schedule.

## Bringing IT In-house

In mid-2010, White Retail Group management decided it was time to gain greater control over IT infrastructure and service delivery. In a bid to reduce costs and improve consistency the company recruited Darryl Roberts into the role of IT Manager with responsibility for the IT function brought in-house.

Aware of the pitfalls of trying to manually service such a widespread client base, Roberts deployed Kaseya, an automated service desk and IT systems management solution, to help him efficiently monitor and remotely maintain IT assets.

Roberts says, "There were numerous packages on the market, but a third party hardware supplier suggested we consider Kaseya. We found it not only fitted our need for a service desk, but it had full integration across all modules and would allow us to know exactly what was going on at any end point 24/7, 365 days of the year."

Roberts selected a core range of modules including service desk, anti-virus and anti-malware, patch management, policy management and policy deployment.

## Distance is no longer an issue

"With a team of just two people, large distances to cover and almost 600 terminals to manage, we were unable to provide a high level of support without Kaseya. It now allows us to keep a really good ratio of IT staff to number of users supported," Roberts notes.

Using the agent procedures section of Kaseya, Roberts has been able to automate the monthly Schedule of Pharmaceutical Benefits update. The process is carried out centrally, with no need for staff to attend each site or physically touch every computer. "In terms of timing, the roll out time for an update now takes us 25 minutes.



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## Company Profile

White Retail Group provides managed services for a growing number of Terry White Chemists and medical centres along the east coast of Australia. The Group offers financial, retail and payroll expertise as well as tools and support services that help clients to improve their businesses.

[www.whiteretail.com](http://www.whiteretail.com)

## Business Challenge

All IT support was outsourced to third-party providers that regularly sent consultants to each site to carry out maintenance tasks.

Under the arrangement, inconsistencies began to appear as software could only be updated or patches applied when a consultant was on site. Simple tasks, such as deciding what version of an application to use when sending a document to all members of the group was difficult. In addition, monthly drug database updates were taking a massive 3,000 minutes per month of manual on-site work.

## Solution

In a bid to reduce costs and improve consistency Darryl Roberts was employed as IT Manager and deployed Kaseya, an automated service desk and IT systems management solution, to help him efficiently monitor and remotely maintain IT assets.

The application of Windows software patches has also become far easier. Roberts explains, "This is a big one for us. Operating in the healthcare industry, it's important that data security is maintained at all times. Patch management gives us a huge advantage because it gives us a quick and easy method to roll out any patches and to ensure that all our end points are up-to-date and secured."

It's a similar story for software deployment. The old problem of application version control has been removed with Kaseya automatically maintaining around 15 everyday software packages across all endpoints throughout the Group.

Key processes on mission critical servers are continually monitored by the Kaseya software to ensure their performance remains within acceptable limits. Any variation outside those limits triggers an alert, allowing remedial action to be taken swiftly.

Because the needs of a pharmacy are very different to those of a medical centre, and because every business has its own way of operating, not all applications need to be deployed to all clients. Kaseya helps Roberts to keep track of the individual requirements of each client and where necessary, deliver a customised service.

Kaseya also plays a role in compliance, auditing and reporting. "Because we have such a range of PCs and builds out there, Kaseya helps us to know what devices we've got on the network and what is on those devices. We can analyse what needs replacing and when is the right time to do that replacement. One of Kaseya's best features is the ability to hover over any end point and see its IP address, make, model, serial and asset tag, computer name and MAC [media access control] address," Roberts asserts.

### Expanding horizons

As time has passed, Roberts has begun looking at additional ways to obtain efficiencies from the Kaseya solution. Most recently, he's been using the software for helpdesk ticket logging. He's also started trialing the backup and recovery module.

"We are looking at other modules. Our experience is that the money we spend with Kaseya is less than we incur by having to employ an additional staff member. The options are endless and the more time you give it, the better the outcome. Kaseya assists us so much with the routine functions of managing a large network that we'd be lost if we didn't have it inside our network," he concludes.

### 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](http://www.kaseya.com)

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**Darryl Roberts**

IT Manager, White Retail Group

### Key Benefits

- Roberts has been able to automate the monthly Schedule of Pharmaceutical Benefits update. Reducing from 3000 minutes to 25.
- The application of Windows software patches has also become far easier.
- The old problem of application version control has been removed with Kaseya automatically maintaining around 15 everyday software packages across all endpoints throughout the Group.



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