



# Credit union cuts disk imaging and deployment time by 70 percent

Coastal Community Credit Union automates manual imaging and deployment processes with the KACE® Systems Deployment Appliance for 660 users in dozens of branches, offices, departments and business centers.



“We went from manually imaging five machines per hour to 15–20 with the KACE SDA.”

Sabrina Geoffroy,  
Technical Business Analyst,  
Coastal Community Credit Union

## CUSTOMER PROFILE



TOGETHER, LET'S DO GREAT THINGS

<b>Company</b>	Coastal Community Credit Union
<b>Industry</b>	Finance
<b>Country</b>	Canada
<b>Employees</b>	600–800
<b>Website</b>	<a href="http://www.cccu.ca">www.cccu.ca</a>

## BUSINESS NEED

Coastal Community Credit Union's IT department needed to deploy and manage its growing number of endpoints to keep up with its growing employee base and geographical footprint.

## SOLUTION

By deploying the KACE® Systems Deployment Appliance to roll out images and the KACE Systems Management Appliance to manage the software on its endpoints, the company has streamlined IT operations and freed up time for innovation.

## BENEFITS

- Boosted productivity from imaging five images per hour to 15–20
- Ensured asset reporting and compliance with internal and external auditors and the Financial Institutions Commission
- Delivered improvements in service desk, deployment, reporting, asset management and inventory

## SOLUTIONS AT A GLANCE

- Automated image deployment
- Software distribution and maintenance

When a systemwide upgrade means driving to each location, opening computers, swapping hard drives and configuring them manually, it's time to think seriously about automation.

The IT department at Coastal Community Credit Union manages 660 users and 830 devices across 24 branches, 16 insurance offices, four business centers, and administration departments on Vancouver Island and the Gulf Islands. Among its current initiatives are replacing receipt printers, installing digital signage, updating ATMs and interactive teller machines (ITMs), upgrading servers, implementing support queues to groups throughout the organization and keeping up with branch renovations that affect IT.

The team didn't have time for a manual Microsoft® Windows® 10 migration.

#### **TAKING IMAGING FROM MANUAL PROCESSES TO KACE**

"Back when we went from Windows XP to Windows 7, everything was done manually," says Sabrina Geoffroy, technical business analyst at Coastal Community. "We didn't have Windows imaging software, but we had a replication device that could image five hard drives in an hour. When we added the work of opening up the computers, swapping the hard drives, going to the location, setting the drives up and returning to the office, it was all very time-intensive. If each location had a dozen computers on average, and we had to upgrade each one, we could spend entire days imaging hard drives."

When looking for a better solution, Coastal Community took into account the growth of the business, the next version of Windows and all the other software upgrades along the way. It decided to invest in the KACE® Systems Deployment Appliance (SDA) for automated imaging and KACE Systems Management Appliance (SMA) for IT asset management and control. Almost immediately, the company started reaping the benefits of its new IT asset management software.

"With the SDA, we loaded the image onto the branch server and then sent it out after hours," says Geoffroy. "Nobody had to go to the site. We went from manually

imaging five machines per hour to 15–20 with the KACE SDA. In one night alone, we did 60 deployments."

Geoffroy mentions that the SMA saves her company time, money and valuable IT resources with remote distribution and installation. When one of their support technicians moved from full- to part-time work, the boost in productivity from KACE allowed the IT department to adjust easily.

"If something is not working, we can remotely update the computer with a new image and restart it," Geoffroy says. "About 80 percent of the time, it's a software-related issue and the latest image resolves it."

#### **TAKING TICKETING TO KACE**

Coastal Community also took advantage of KACE's ticketing system when they learned their current platform was being phased out. The IT department was impressed with the KACE system's ability to manage multiple queues and the way it displays problem resolutions.

"With KACE already in all our deployments, we switched to its service desk," says Geoffroy. "Within SharePoint, which we use for our employee intranet, one click opens the correct KACE queue so that tickets are routed to the correct department. It's a better user experience than making the employee figure out who is responsible for the issue, then searching for their email address, and going back and forth to get a simple problem solved."

#### **PRODUCTS & SERVICES**

##### **SOFTWARE**

KACE Systems  
Deployment Appliance

KACE Systems Management  
Appliance

"KACE is a one-stop shop for our biggest IT needs."

*Sabrina Geoffroy,  
Technical Business Analyst,  
Coastal Community Credit Union*

Users are pleased that they can add comments and check the status of their tickets whenever they want. Having a robust service desk frees up time in IT now that the staff doesn't have to deal with an endless stream of inbound tickets. The IT department has been able to use the increased efficiency to allocate time for corporate implementations, in-branch training and innovative projects that improve the employee and member/client experience.

#### **TAKING INVENTORY AND IT ASSET MANAGEMENT FROM SPREADSHEETS TO KACE**

KACE® SMA has helped Coastal Community locate and inventory all of the hardware and software on its network, a process the IT department used to manage manually with spreadsheets.

"KACE is definitely an upgrade over what we were using," says Geoffroy. "Now, we have a full history of the machine and the tickets that have been submitted on it. We can go in and activate a machine or retire it, which we never could before. That keeps us from having redundant hardware. With KACE, we can see inside of our images and know the versions of all the software stored in them. We can see which ones need an update and distribute a patch."

As a financial institution, Coastal Community must always know the status of its IT assets. The company is accountable on several levels: internal and external auditors, its information security officer, its security committee and British Columbia's Financial Institutions Commission. KACE enables them to see what is installed on each computer across their entire network, helping them ensure systems are compliant and locked down with all security policies in place.

#### **BUSINESS VALUE OF KACE**

Geoffroy notes that Coastal Community uses KACE for service desk, enterprise software deployment, scripts, reporting, asset management and inventory. The wide range of functions in KACE saves her IT department time that they can invest in innovation.

"KACE handles the majority of our IT functions in a single product," she says. "We don't need separate software for deployment, imaging or asset management. KACE is a one-stop shop for our biggest IT needs, and when you're looking at your time management, it definitely helps."

"Innovation is important to us. We're the first financial institution to implement ITMs with ITM/ATM duality in one machine in Canada. The more time we save with KACE, the more time we can spend on innovative projects like that."

#### **ABOUT QUEST SOFTWARE**

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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