



## La Jolla Institute for Allergy & Immunology Frees Up 30 Man Hours a Week with Absolute® Manage

*The La Jolla Institute for Allergy & Immunology (LIAI) is a non-profit research institution focused on understanding the immune response to infectious agents and cancers and on advancing progress toward the prevention, treatment and cure of immune system diseases. Supporting the unique computing needs of dedicated staff and world-renowned researchers, LIAI's IT department oversees a diverse and ever-growing computer population of both Macs and PCs.*

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Michael Scarpelli  
Technical Support Manager  
La Jolla Institute for Allergy & Immunology

### Growing Organization, Growing Responsibilities

Like most IT teams, LIAI technicians are committed to optimizing staff productivity. With the organization steadily growing and IT demands increasing, maintaining this commitment proved challenging.

A growing computer population meant basic IT maintenance tasks were eating substantial amounts of IT resources. Because LIAI is made up of multiple, dispersed research labs – each with a different set of application, software and configuration needs – technicians were spending much time visiting individual labs to address unique hardware and software requirements.

Different departments also had differing imaging needs, although the organization worked from a monolithic image. If users required a unique image – as was often the case, particularly with the increasing number of new hires – they had to bring the machine to IT for customization. This customization proved to be increasingly inconvenient.

The manual IT asset inventorying process also strained efficiency, with technicians required to visit various labs to physically track down devices, compare inventory spreadsheets, and input edits or updates. Balancing this with their regular responsibilities, inventorying took close to a month to complete.

It became clear the technicians' time and talent could be better directed elsewhere. Michael Scarpelli, LIAI's Technical Support Manager, began to look for ways to minimize the burden of administrative duties and maximize IT efficiency.

### Selecting the Right Method to Increase Efficiency

Scarpelli considered two, efficiency increasing options. The first option: he could hire an additional IT technician. The base salary alone, he estimated, would run LIAI at least \$60,000 per annum.

The second option: he could implement an IT asset management solution. The product needed to provide comprehensive, cross-platform management tools, and within LIAI's strict budget. Yet Scarpelli found few cost-effective solutions available.

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*“Absolute Manage frees up between 25% and 40% of our technicians’ time – time they can redirect to optimizing the quality of support provided to our employees.”*

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Absolute® Manage stood out as a viable option, providing unmatched cross-platform feature parity at a particularly reasonable cost. Scarpelli weighed the product against the prospects of a new hire, concluding that the decision was a “no brainer”.

“Absolute Manage provides all of the tools we need to free up IT time and increase the efficiency of our current resources – at an annual cost much lower than that of a technician’s salary,” he explains.

Scarpelli’s team was able to configure Absolute Manage in less than a day. In less than two weeks, they had rolled the product out to their entire computer fleet and were ready to put it to use.

### Meeting the Needs of a Diverse Computer Population

LIAI entrusts Absolute Manage to automate previously time-consuming IT processes, such as application and license management. IT can deploy software and licenses to the entire fleet. Alternately, they can filter and group systems based on OS and business function, and then push customized updates to these specific groups. “With Absolute Manage, our IT team now has a streamlined way to meet the diverse installation requirements of each lab,” said Scarpelli.

The same tools have aided business intelligence, allowing LIAI to track license use to better understand and support users. “Just being able to monitor software updates and get everyone using the same version has helped us save money,” he explains.

“We also have a much better understanding of which software we need, and which we don’t. If we notice that new software is being used frequently, we’ll look into supporting it further. Or, we can identify underused licenses and either automatically redeploy them or opt to remove them all together.”

### Providing Customized Images, Fast

With Absolute Manage, IT can now create several custom images to be automatically pushed to individual machines. The disk image can be deployed while the device is in use, and so it comes at no expense to user productivity.

“The ability to push ‘a la carte’ images to certain machines has made life a lot easier for our team,” Scarpelli says. “And as we add staff members, it has also enhanced the experience for new hires. As soon as a new employee arrives, we can make sure their computer has everything they need to get started.”

### Streamlining the Inventorying Process

Absolute Manage also automates asset inventorying, collecting and reporting on hundreds of hardware and software data points. LIAI technicians are therefore no longer required to visit multiple departments to hunt down and physically touch inventory, and manually record verification. “Absolute Manage allows us to automatically capture a comprehensive picture of inventory. An auditing process that used to take weeks can now be done in a matter of days,” Scarpelli says.

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*"Absolute Manage provides new ways to automate the setup and configuration of our machines, so it's safe to say the software isn't just helping us streamline and manage our current process. It's also enabling us to think ahead and prep for the future in ways that we haven't had the time or capacity for in the past."*

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### Saving Time, Freeing Up IT Talent

Scarpelli credits Absolute Manage for simplifying the busy work of IT asset management, freeing up technicians for the more creative and productive IT tasks. He estimates that, just by automating daily tasks, Absolute Manage saves the three technicians at least 30 total hours a week – an invaluable amount.

Scarpelli explains, "Depending on the task at hand, Absolute Manage frees up between 25% and 40% of our technicians' time – so they can spend more time providing staff the highest level of support possible. This keeps our labs operating at a high level of efficiency, which ultimately improves our overall level of research."

He continues, "Absolute Manage provides new ways to automate the setup and configuration of our machines, so it's safe to say the software isn't just helping us streamline and manage our current process. It's also enabling us to think ahead and prep for the future in ways that we haven't had the time or capacity for in the past."

"For now, we're building Absolute Manage into our infrastructure, but before long, our infrastructure will be being built around Absolute Manage."

### About Absolute Manage

Absolute Manage is our lifecycle management and mobile device solution that allows IT administrators to manage PC, Mac®, Android, and iOS devices from within a single console. Customers can remotely engage with their deployment and perform standard maintenance routines as well as take strategic and responsive measures based upon the requirements of each device.

### About Absolute Software

Absolute Software is the global leader in firmware-embedded persistent endpoint security and management solutions.

We provide organizations with comprehensive visibility and control over all of their endpoints – regardless of user or location. Our customers are able to optimize productivity, reduce operating costs, prove compliance, and remotely secure all of their devices and the corporate data they contain.

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