



Steelcase Inc.

.....
 STEELCASE DISCOVERS THE BENEFITS OF ALTIRIS FOR SOFTWARE LICENSE COMPLIANCE AND PATCH MANAGEMENT, PLUS MUCH MORE

THE SOLUTION

Altiris® Total Management Suite™:

Client Management Suite™
 Server Management Suite™
 Asset Management Suite™

Training
 Consulting

ABOUT STEELCASE

Steelcase, the global leader in the office furniture industry, delivers a better work experience to its customers by providing products, services and insights into the ways people work. Its portfolio includes architecture, furniture and technology products. Founded in 1912 and headquartered in Grand Rapids, Michigan, Steelcase (NYSE:SCS) serves customers through a network of independent dealers and approximately 14,000 employees worldwide. Fiscal 2005 revenue was \$2.6 billion. (www.steelcase.com)

THE CHALLENGE

- > Meet software license compliance requirements and deadlines.
- > Improve patch management efficiency and effectiveness to protect the Steelcase network from an increasing number of security concerns.
- > Implement a common global services approach across the company.
- > Reduce the total cost of ownership (TCO) of IT assets.
- > Align IT with corporate Sarbanes-Oxley initiatives.

THE BUSINESS VALUES

- > Able to meet software license compliance requirements.
- > Lowered the total cost of owning the company's IT assets.
- > Improved employee productivity and reduced operational expenses by increasing IT service levels.
- > Made IT staff more productive and strategic by reducing time consuming and inefficient manual processes.
- > Increased the level of PC software security across the company.

CONFLUENCE OF EVENTS

With more than 14,000 employees worldwide and fiscal 2005 revenues of \$2.6 billion, Steelcase is the leader in its industry. The company's primary objective is to improve the office environment for knowledge workers with furniture, architecture, and technology offerings. Key to that environment are the IT assets workers use everyday to do their jobs including desktop PCs, laptops, printers, as well as the servers and network infrastructure that support these devices.

Because computers play such an important role in the effectiveness of today's knowledge workers, Steelcase's IT department recognized the need to deploy an IT lifecycle management solution several years ago. "We knew we needed to improve the performance, security, manageability and reliability of our own IT assets," said Steve Harmon, manager of IT Asset Management and the Support Center for Steelcase. "But we lacked the financial justification to purchase a comprehensive solution".

Then a confluence of events took place that clearly highlighted the value that an IT lifecycle management solution could provide. First, a more effective software license compliance process was mandated as a part of the company's Sarbanes-Oxley efforts. Second, there was a sustained increase in the number and severity of security vulnerabilities associated with Windows-based hardware and software. And last, the Steelcase IT team was in the process of implementing a common global services approach based on the Information Technology Infrastructure Library (ITIL) and other methodologies to improve the level of service to employees and reduce operational expenses.

"Sarbanes-Oxley, the need for increased security, and our own services rollout all came together to make it clear to our executive management that we needed a product like Altiris," said Harmon. "These business drivers provided justification for making a substantial investment in a management tool. We jumped on the opportunity and started the evaluation process."

ALTIRIS-THE CLEAR LEADER

With the go-ahead from management, the IT team quickly went to work evaluating different vendors. "We did a thorough evaluation and relied on a trusted relationship with a leading analyst firm for guidance," said Harmon. "Altiris clearly came out on top and was especially strong in the areas of product integration, robust functionality, in-depth reporting and financial stability."

With a Sarbanes-Oxley deadline looming, Steelcase purchased the full line of Altiris products including Client Management Suite, Server Management Suite, Asset Management Suite, training and consulting services.

PARTNERING WITH ITS

Because the IT team was now under a tight deadline imposed by Sarbanes-Oxley, they knew they had to install the product quickly and ensure it was working properly. In addition, they wanted to implement Altiris correctly to maximize the value from the product. "We only had a limited window



altiris®
 intuitive > manageability

to get Altiris up and running," said Harmon. "The short timeframe combined with limited IT resources we had in house led to the decision to use an outside implementation partner."

Steelcase chose ITS, a systems integrator with Altiris expertise based in Grand Rapids, Michigan. "We were very fortunate to find a company of ITS' experience right here in our backyard," added Harmon. "ITS gave us the expertise, training, and resources we needed to implement Altiris on time, and under budget."

Another benefit of using an implementation partner is that the Steelcase IT staff are now becoming experts in how to use and get the most from the Altiris products. "When we started, no one on our IT team had experience with Altiris," said Harmon. "With ITS' assistance and training, we are rapidly becoming experts and can get the most from our investment."

DEPLOYED AND GETTING RESULTS

Since purchasing Altiris and working with ITS to implement the products, Steelcase has already deployed Altiris across 90 percent of the company with more than 5,000 client devices being managed in North America, close to 1,800 client machines in Europe, and more than 300 servers across the company. Steelcase is actively using Altiris for patch management, software distribution, license compliance, asset control, and client inventory.

"Steelcase is globally aligned behind the use of Altiris," said Harmon. "This is important because it sets the standard, making it easier to get the support and participation we need from IT staff across the company, as well as from users to make IT lifecycle management a success."

Even in groups that are not using Altiris at present, the product has made a big impact. "Everyone who has seen the product at work believes Altiris to be a really cool tool," said Harmon. "They are used to seeing other packages that weren't integrated and provided separate tools and reports for server engineers and client engineers. With Altiris, it's all integrated."

PATCH MANAGEMENT-FROM WEEKS TO HOURS

Patch management in particular has been a huge success. Before Altiris, Steelcase deployed patches manually, creating a lot of extra work for the IT staff. In addition, workers were required to reboot their machines to install the new patches. Because most

updates were sent the evening before, workers had to deal with hassle of installing the new patches right when they were starting their day.

With Altiris Patch Management Solution, Steelcase now has an automated way to deploy patches across the organization. According to Harmon, "we immediately experienced the benefits of using Altiris for patch management. Altiris has cut the time it takes to deploy patches from weeks to hours, freeing our patch management staff to do other strategic work. In addition, we have a much stronger relationship with Steelcase employees because the process is now seamless and un-intrusive." Harmon estimates that the Altiris Patch Management Solution has reduced the group's patch distribution efforts by 90 percent while improving the security and reliability of the company's IT assets.

TRUSTED DATA FOR SARBANES-OXLEY COMPLIANCE

Altiris has also had a significant impact with Sarbanes-Oxley reporting. "With Altiris, not only do we know what hardware and software assets we have, we can trust the information, which allows us to do meaningful remediation. This is a huge benefit to the company and alone has validated our purchase of Altiris."

INVENTORY AND REPORTING IMPROVES BUDGETING AND PLANNING

Altiris' asset management capabilities, including robust inventory and reporting, give Steelcase an accurate and in-depth view of their inventory helping the company to improve budgeting and planning. "Not only do we know what IT assets are out there, we have a detailed view of what's running on each machine," said Harmon. "This information has helped us with budgeting and cost analysis planning." In addition, Steelcase now has a better understanding of how long hardware and software will last, helping with future planning efforts.

CONSOLIDATING SOFTWARE AND HARDWARE LICENSE AGREEMENTS

Steelcase is also using Altiris to track IT asset purchases and license agreements. "One of the added benefits of Altiris is its ability to track and manage software and hardware purchases and license agreements," said Harmon. "Because of this ability, we are in the process of moving from our current tracking system to Altiris and plan to manage all of our license agreements with Altiris in

"Overall, we are very pleased with our Altiris purchase. The product has met our main goals for patch management and software license compliance, and has given us the ability to help with many more IT infrastructure issues."

—Steve Harmon
Manager of IT Asset Management and the Support Center
Steelcase



altiris®
intuitive > manageability

the near future." Already, Steelcase estimates that they have taken 20,000-30,000 software and hardware purchase records and condensed these into 20-30 master license agreements.

WHAT'S IN STORE?

While Steelcase has rolled out Altiris to most of the company, they still have ambitious plans for the product. "Based on the results we've seen so far, we are looking to expand our use of Altiris for server management and software delivery," said Harmon. "Altiris is also a key component of the ongoing rollout of our common global services approach to help us improve service quality, reduce the time it takes to service customers, and lower operational expenses for the company."

"Overall, we are very pleased with our Altiris purchase. The product has met our main goals for patch management and software license compliance, and has given us the ability to help with many more IT infrastructure issues."

ABOUT ALTIRIS

Altiris, Inc. offers a full line of Web-enabled solutions that empower organizations to easily manage desktops, notebooks, handhelds and Windows, Linux and UNIX servers throughout the IT lifecycle. Altiris provides fully integrated, complete systems management solutions for client and mobile, server, and asset management. Altiris' vision is to automate, simplify, and reduce the cost and complexity of IT lifecycle management with a rapid return on investment. For more information, visit www.altiris.com.



altiris®
intuitive > manageability

Copyright © 2005, Altiris, Inc. All rights reserved. Altiris is a registered trademark of Altiris, Inc. in the U.S. and in other countries. Asset Management Suite, Client Management Suite, Patch Management Solution, Server Management Suite, and Total Management Suite are trademarks of Altiris, Inc. The other company names or products mentioned are or may be trademarks of their respective owners.

