

# Building company saves time and headaches with KACE

McCarthy Building Company needed solutions that would take the stress of time-consuming, and often manual, projects off their IT team's hands.



Country: **United States**

Industry: **Building**

Website: [www.mccarthy.com](http://www.mccarthy.com)

About seven years ago, McCarthy Building Company's newly formed computing group decided that they were not happy with their endpoint management and help desk ticketing systems. Their solution's agents rarely checked in with them, so it was difficult for them to know where their devices were. Additionally, patching proved to be very difficult with the previous solutions, so the company was only at 20-30% compliance on patching. They needed a better solution to manage their devices while also performing software deployments and tracking assets. That's when they discovered KACE by Quest.

## About this case study

McCarthy Building Company was having issues with their help desk ticketing system, patching, inventory and asset management, imaging and software and patch deployment.

## Solution

KACE Systems Management and Systems Deployment Appliances helped the company improve upon a lot of these issues and enabled the IT team to learn new skills along the way.

## Benefits

- Streamlined inventory and asset management
- Fast image creation and updating
- Automated deployments

## Solutions at a glance

- KACE Systems Management Appliance
- KACE Systems Deployment Appliance

## A better solution appears

When researching potential new solutions, the team found that the inventory/asset management provided by KACE Systems Management (SMA) was “worlds better” than that of their previous solution, offering detailed custom inventories of all the devices accessing their network. And the SMA help desk ticketing system proved to be significantly easier to use, especially for the company’s end users.

With the help of KACE professional services, they created different rules to break apart their consolidated queue into separate queues for their help desk, end user computing (EUC), networking and data center, so that each group had its own queue. Next, the building company got their queues functional and their tickets flowing quickly. Along the way, Leyla McCrary, the company’s End User Computing Manager, learned about customizing the built-in reports and wizards by using Structured Query Language (SQL) for the first time and continued to discover more as the company used SMA.

Now, the company manages over 3,000 endpoints with the virtual appliance, including PCs, and AWS and Azure located servers.

## New problems arise

### Imaging was too labor-intensive

A few years later, McCarthy decided to address another of their IT team’s headaches. For years, the company had been using an imaging solution that made creating new images a hassle. There were numerous steps involved and a lot of back and forth between the solution provider and McCarthy’s team before they could finally swap all their PCs to the updated images. Overall, the process took a minimum of 2-3 weeks. And even after the image was created, every time McCarthy needed to add or update a couple of pieces of software, they’d have to recreate and repackage the entire image. It got to the point where McCarthy would only update their image once a year if that. The images ended up being extremely out of date and would always need to be manually updated, which took time better spent elsewhere.

The company needed a solution that would give the IT team the ability to have a standard gold image with a few aspects built-in yet be able to quickly update post-install tasks without having to create an entirely new image.

### Deploying software and patches was limited

Deploying software and patches to construction sites that have limited data connectivity, or sites that are significantly spread out, is a difficult task. In order to not kill the sites’ bandwidth, the company’s IT team needed new ways to stage bigger application deployments.

### KACE solves the imaging and patching issues

McCarthy ended up finding their solution for both problems in KACE once again with the KACE Systems Deployment Appliance (SDA).

The SDA is a fast, automated systems imaging software that reduces the complexity of endpoint systems imaging and reimaging, allowing the company to upload and update images more quickly to keep their images up to date. Now, the company can put out far more revisions and updates than in with their previous solution.

## How is McCarthy doing now?

Leyla McCrary estimates that each solution was able to pay for itself within the first year, if not the first few months. “From my team’s perspective, KACE is a very strong product. It’s nice to see that, with each iteration, there’s always at least some sort of improvement to the ticketing system and other modules of the SMA.”

## About Quest

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.