

# Real estate organization evicts inefficiencies by automating device management

GICSA increases control over staff devices, boosts user satisfaction to 90% and speeds up issue resolution by 30% with the KACE® Systems Management Appliance by Quest®.



Country: **Mexico**

Employees: **800**

Industry: **Real Estate/Property Management**

Website: [gicsa.com.mx](http://gicsa.com.mx)

Property developers, property managers and realtors require continuous, protected access to their applications, regardless of where they are. However, the shift to home-based operating models has introduced new risks and requirements for real estate companies such as GICSA. Josué Gil López, help desk coordinator at GICSA, says, “Today more than ever, hackers are taking advantage of users’ vulnerabilities. When we worked together in offices, IT staff could go to employees’ cubicles and check their computers. When staff started working from home, we had to change how we supervised devices, updated software and managed trouble tickets.”

## Business needs

To reduce security risks and ensure staff can work at any time from any location, GICSA needed up-to-date insights into employee device and software inventories, and more efficient processes for managing software updates, licenses and service desk requests.

## Solution

Over one weekend, the real estate investment and development company GICSA worked with third-party EXITE.TI to deploy the cloud-based KACE® Systems Management Appliance by Quest® and to standardize and automate the manual processes governing 450 devices.

## Benefits

- Manages 450 devices with just 2 IT professionals
- Frees up IT support staff to work on core projects
- Enables real-time device inventories
- Speeds up issue resolution by 30%
- Boosts user satisfaction to 90%

## Solutions at a glance

- KACE® Systems Management Appliance by Quest®

After evaluating solution options, GICSA chose the [KACE® Systems Management Appliance by Quest®](#). With the cloud-based service, GICSA can manage its devices regardless of where they are using a dedicated HTTPS connection. IT staff can access KACE from a web-based console or mobile app. And the solution works seamlessly with GICSA's Dell desktops. "We were able to automate the installation of our software, operating system and Dell manufacturer updates with the KACE Systems Management Appliance," says Josué Gil López.

### **Transforms device management in two days**

GICSA engaged third-party EXITE.TI to help migrate to its new solution over a weekend. "KACE Systems Management Appliance is quite intuitive," explains Josué Gil López. "And because KACE is so easy to use, our users quickly accepted it." Deployment steps included registering all devices, software and users with the KACE administrative console. IT teams also automated workflows supporting device management and service desk requests.

"At GICSA, I went from managing 700 devices with five IT professionals to managing 450 devices with two IT professionals," says Josué Gil López. "We've improved security, lowered costs and freed up our IT staff to work on core projects with the KACE Systems Management Appliance. We're also immediately alerted if an update doesn't work, so we can quickly fix the underlying issue."

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*Josué Gil López  
Help Desk Coordinator, GICSA*

### **Enables real-time device and software inventories**

Previous manual processes prevented real-time inventory insights and accounted for only 75% of the organization's hardware and software details. Today, IT teams click a button to see a complete report. "We now have comprehensive inventory information for all our active computers that we can access at any time from the KACE console," says Josué Gil López. "Our inventory report lists all our laptops and workstations, and the software that's installed on each computer, including version numbers and license information."

Not only can IT teams immediately identify any device that requires an update, but they can also see which devices are unable to support new software releases. So rather than purchasing software licenses that can't be used, IT teams now refresh end-of-life equipment, which saves money and boosts ROI.

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Help Desk Coordinator, GICSA*

### **Accelerates IT issue resolution by 30%**

GICSA has also replaced its manual, email-based service desk processes with standardized workflows using tools in the KACE Systems Management Appliance. In addition, IT teams established KPIs to analyze and improve their services. Since the company has deployed KACE, incident response times are 30% faster. Support staff can easily see, track and analyze trouble tickets in the KACE console or mobile app. And if an issue is not resolved

on the day that it's reported, KACE sends an alert to the support team notifying them that their SLA is in jeopardy.

GICSA has also empowered its teams. "Based on information in KACE, we created a knowledge base for employees that has reduced service desk tickets," says Josué Gil López. "We also added a knowledge base for the support team. They now find answers faster because they can see how others have already solved the same problem."

### **Boosts user satisfaction to 90%**

GICSA has increased user satisfaction scores from 60% to 90% with its KACE solution. "Previously, our staff was frustrated by not having an official channel of communication with our service desk or timely follow-ups," Josué Gil López explains. "Thanks to the KACE Systems Management Appliance, all that frustration is a thing of the past. We now review our

### **90% higher user satisfaction with the KACE Systems Management Appliance**

KPIs and proactively make changes that will give us an even higher rating of excellence from our users and security teams."

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Help Desk Coordinator, GICSA

### **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 cybersecurity resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.