



"The Casper Suite keeps impressing me with how easily it handles difficult tasks. Adding an icon to the dock is usually a complicated process, but in Casper it's simply a check box—it's the same thing with adding or moving network printers. I'm just amazed. Ease of use and JAMF's commitment to development really sets them apart."

-Paul Van Eykelen

Questex Media Group

Newton, MA

Casper Suite Case Study: 2006

Opportunities

When one company spins off another, it can make the IT staff cringe. Sometimes, however, it's seen as an opportunity to implement new technologies, to establish new precedents, and to improve on systems being phased out. That's what Paul Van Eykelen did when Advanstar Communications separated into two companies and formed Questex Media Group, headquartered in Massachusetts. Paul, a Senior Desktop Analyst at Questex, decided to use the Casper Suite to address some of these challenges when the corporate transition began to take shape.

Putting developers to the test

Paul's experience of transitioning his users to OS X was enough for him to say, "Never again." Repeatedly spending 36-hours straight in his office chair preparing machines at a rate of 2-hours per machine had the benefit of demonstrating why a new Macintosh desktop management system would be invaluable. When he scheduled a demo of the Casper Suite, he was ready to grill developers to make sure he'd never have to revisit anything similar to his OS X nightmare. To his surprise, much of what he had experienced during that project could have been avoided using Casper's check boxes, simple pull down menus, and automated scripts. As Paul says, "It's as if JAMF Software was looking over my shoulder and taking notes! It was impressive." Although considering what Paul had just been through, who could blame him if the demo was a little bittersweet?

Situation

Needs:

- An overall system to improve implementation and support
- Inventory
- Simplification of complicated tasks

Environment:

- 150 Macs throughout 5 offices nationwide
- A large number of remote home office users



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Big improvements

With the Casper Suite up and running, Paul was able to prepare packages for an Adobe CS2 roll out within a day. Inventory used to be nearly impossible to maintain. Now he relies on Casper's Recon component to conduct detailed inventories in the background of users' machines based on any schedule he feels is best. Paul describes other benefits, "Not being able to help someone remotely is awful. Now, I can solve their font problems, push out an update, and troubleshoot for them. There's far less downtime for users located outside of the office." He goes on, "Casper keeps impressing me with how easily it handles difficult tasks. Adding an icon to the dock or moving a network printer is easy. JAMF's commitment to development and Casper's ease of use really sets them apart. I'm just amazed. Being able to take advantage of all the things that Casper can do is a tremendous help."

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