

Case Study

Asbury Automotive Group

Fortune 500 auto retailer, Asbury Automotive, cuts
case close time in half



CHALLENGE:SUPPORT 100 SITES ACROSS 10 STATES

Asbury Automotive Group is the 5th largest U.S. based franchised auto retailer. Asbury operates approximately 90 retail auto stores, encompassing more than 120 franchises for the sale and servicing of 35 different brands of American, European and Asian automobile makes.

Carl Vannest, senior manager of the IT support team at Asbury Automotive Group, described their environment, “We have 100 sites spread across 10 states. Each store ranges anywhere from 20 PCs all the way up to about 250-260 PCs. We have about 6,500 PCs in total that we manage on a daily basis. Our team of 16 oversees all of that.” Explained Vannest and his team tackle a daily average of 220-250 support cases.

Before Goverlan, the IT support team used VNC to remotely access user machines. “We used VNC to remote to the machine and central repositories to grab software. It’s all we had in the past, was that simple ability to remote out to their machine and work on it from there.”

IMPLEMENTING GOVERLAN

“The most simple to install and implement PC management solution on the market.” - Carl Vannest, Senior Manager, IT Support Team

With over 16 years of IT experience, Mr. Vannest has worked with a variety of other solutions, including LANDesk, ManageEngine, and Altiris Client Management Suite. In comparison, he notes:

“When you can put a program on a technician’s desktop, and they can open it up and use it with little to no training, it’s a win-win. LANDesk and ManageEngine aren’t like that. When performing complex tasks with Altiris, it’s not simple and not easy. With Goverlan, it is so straightforward, it’s just simple.”

- Carl Vannest

“The intuitive layout and design of the GUI makes learning Goverlan a simple task. We took 14 technicians and set them up on Goverlan in a matter of an hour. Extremely simple to implement, extremely simple to use”, stated Mr. Vannest.



CHALLENGE

- Used VNC to remotely control 6500 PCs
- Support 100 sites spread across 10 states
- Interrupt users to perform remote tasks
- Extensive travel to sites where no IT support was present
- Software updates take up to a week to install across all 100 sites

SOLUTION

- Time-to-resolution cut in half
- Behind the scenes systems management for increased productivity & less user downtime
- Onsite visits eliminated by performing actions remotely
- Schedule enterprise-wide software updates to run overnight
- Approximately \$240,000

“We were 100% operational the same day we downloaded the trial installation. The only way it would have been easier is if someone was clicking “NEXT” for me on the installation package.”

- Carl Vannest

RESULTS: TIME-TO-RESOLUTION HALVED

“Our average case close time has been cut in half. That’s huge in the support world.” - Carl Vannest, Senior Manager, IT Support Team

In just a couple of months of using Goverlan, Mr. Vannest and his team have already realized considerable benefits. “It’s been a complete 180 on our support metrics ... The ability to reach out to a customer through Goverlan, the ability to see what computer that person is logged into, the pushing of a small software package, all that Goverlan provides to us today that we did not have in the past. It’s fantastic,” He estimates that Goverlan has cut their resolution time in half. Mr. Vannest noted these specific cases:

- Before, it would take the IT team 20 minutes on average to add a printer, and now with Goverlan it only takes 5 minutes. When adding a printer or adding a shared drive, the Asbury IT team can now do the work behind the scenes and not interrupt the user. This is significant because those extra 15 minutes of work and employee downtime meant less productivity and potentially lost revenue for the company.
- In the retail automotive business, once someone reports a problem it’s hard to get that person back on the phone. Before implementing Goverlan, it could take up to 3 hours to get back on the phone to troubleshoot. With Goverlan, the Asbury IT team can see what the user is logged into and help him/her in a matter of minutes. This is an area where the team is seeing big time savings come in.
- The Asbury Automotive IT team have found the ability to add a machine to the domain or rename it right through Goverlan incredibly valuable. Since the company doesn’t have an IT presence on the ground at every store, this was a huge issue for the team as they’d have to dispatch someone to join/unjoin the domain.

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The team used Goverlan’s Scope Actions to deploy the latest and greatest Flash player and Adobe reader. It was simple to set up, easy to run and it worked flawlessly. Before it would have taken the team about a week to get everybody on it. With Goverlan, it was completed overnight. Scope Actions has been one of the biggest wins for the Asbury Automotive IT department in years.

Mr. Vannest commented on his customer experience, “The Goverlan team is extremely responsive to their customer’s needs. The experience so far through trial, setup and purchase has been without an issue and we continue to enjoy the relationship we’re building with the Goverlan team.”

“When adding a printer or adding a shared drive, we can now do it behind the scenes with Goverlan and not interrupt the user.”

“We absolutely love the ability to add a machine to the domain or rename it right through Goverlan”

“We used Goverlan’s Scope Actions to deploy the latest, greatest Flash player and Adobe reader. It was very simple to set up, very easy to run and it worked flawlessly.”

CONCLUSION:

Asbury Automotive Group is the 5th largest U.S. based franchised auto retailer. Their IT Team of 16 supports 100 sites spread across 10 states, managing 6,500 PCs on a daily basis. By implementing Goverlan, the IT Team reduced their case close time in half. They are now able to perform actions behind the scenes, such as software installations, without involving users; and remote troubleshoot, eliminating on-site visits, saving the team approximately \$240,000 in man-hours per year.