

# EIGHTY PER CENT SAVINGS

Spanish building society reduces energy consumption on desktops by 80 per cent with Dell



More companies are looking to migrate to Windows Vista® and implement management solutions such as Microsoft® System Center Configuration Manager (SCCM). Many will run pilot programmes before a widespread rollout to ensure there are no compatibility issues. At this stage, these companies want to work with IT solution providers that not only have the hardware to deliver the software reliably, but also the support services to simplify the testing phase and recycle existing machines.

## SOLUTIONS:

- GREEN IT
- MIGRATION



## CUSTOMER PROFILE

**COMPANY:** La Caja de Canarias

**INDUSTRY:** Banking & Finance

**COUNTRY:** Spain

**FOUNDED:** 1939

**EMPLOYEES:** 1,200

**WEBSITE:** [www.lacajadecanarias.es](http://www.lacajadecanarias.es)

## CHALLENGE

To maintain its leading position, Spanish building society La Caja de Canarias wanted to improve performance, management effectiveness, and energy efficiency across the desktop estate.

## SOLUTION

Through Dell services, La Caja trialed Windows Vista® and Microsoft® System Center Configuration Manager 2007 successfully on Dell™ Optiplex™ desktops featuring Intel® vPro™ technology and Intel Core™ 2 Duo processors and a PowerEdge™ server with Intel® Xeon® processors.

## BENEFITS

### Get IT Faster

- Pre-configured desktops are installed straight from the box

### Run IT Better

- Desktop energy costs are cut by 80 per cent
- Management expenditure is reduced by 20 per cent
- Intel® vPro technology cuts desk-side visits

### Grow IT Smarter

- End-of-life desktops are taken away and recycled
- Software updates are automated and delivered centrally



La Caja de Canarias, launched in 1939, is one of the most successful building societies on the Canary Islands, the Spanish archipelago off the coast of Africa. Today there are around 200 branches spread across the seven major islands. Like many modern banks, the company has taken advantage of developments in computer technology and telecommunications to offer new services such as phone, internet and mobile banking. It has invested large sums developing an IT backbone featuring some of the latest solutions on the market.

Following an established migration programme, which ensures La Caja keeps pace with new developments in IT, the organisation planned to upgrade desktops and move from Windows® XP to Windows Vista®. The client refresh was a major development across the 1,400-strong desktop estate. As a first step, the company planned a proof of concept (POC) testing existing banking applications run successfully in Windows Vista before rolling out the operating system to all branches.

The POC also gave La Caja the opportunity to trial a desktop environment to help address the challenge of simplified IT, energy costs and sustainability. Even a small drop in electricity usage across desktops would have a major impact on La Caja's bottom line. Alfonso Artiles, IT director at La Caja de Canarias, says: "With our warm climate and the heat generated by power-hungry machines, significant resources go into air conditioning. Clearly, migrating

successfully to Windows Vista was our priority, but developing a green IT landscape that reduced our energy bills was important."

Given that the IT team spent a lot of time and resources travelling to the different branches on routine management tasks, Artiles felt highly motivated to find a solution for better remote management. "I can't say exactly how much we were spending on travel or how many miles IT personnel were travelling over a 12-month period, but it was enough for us to want to make changes," he says.



## **“THE DELL OPTIPLEX 755 DESKTOPS RUNNING WINDOWS VISTA PROVIDED THE ADDED VALUE OF INTEL® VPRO™ PROCESSOR TECHNOLOGY FOR REDUCED DESK-SIDE TROUBLESHOOTING.”**

Alfonso Artiles, IT director, La Caja de Canarias

### **HOW IT WORKS**

#### **HARDWARE**

- Dell OptiPlex 755 desktops featuring Intel® vPro™ technology and Intel Core™ 2 Duo processors
- Dell™ PowerEdge™ 2950 with Intel® Xeon® processors

#### **SOFTWARE**

- Microsoft® System Center Configuration Manager 2007
- Microsoft Windows Vista®

#### **SERVICES**

- Dell Deployment Services
  - Custom Factory Integration
  - Deployment on-site
  - Windows Vista Readiness Assessment
- Dell Asset Recovery & Recycling

Artiles had his own list of IT challenges that he hoped to put right. He says: "I wanted the IT team to be more responsive in the case of a helpdesk call. My desire was to see our systems monitored more closely, so we had an up-to-date and detailed inventory of the desktop estate whenever we needed it."

The desktop refresh and simplified management POC went out to tender and received proposals from leading IT solution providers. "The Dell™ OptiPlex™ 755 desktops running Windows Vista provided the added value of Intel® vPro™ processor technology for reduced desk-side troubleshooting," says Artiles. The Intel vPro technology included with OptiPlex 755s, delivers remote management from a single console.

Administrators can complete routine troubleshooting on the machine remotely even when it's powered down.

The POC involved 30 users in two offices, all of which were given Dell OptiPlex 755 desktops featuring Intel vPro technology and Windows Vista pre-installed. The IT team then checked the compatibility of its banking applications with Windows Vista and used SCCM for inventory, monitoring and remote diagnosis in conjunction with the Intel® vPro™ technology. "Dell Deployment Services were fully involved throughout the POC, delivering a Windows Vista Readiness Assessment, so we were totally prepared for the upgrade," says Artiles.

# “WE SAW THAT DELL OPTIPLEX 755 MACHINES FEATURING INTEL VPRO TECHNOLOGY AND SUPPORTED BY MICROSOFT SYSTEM CENTER CONFIGURATION MANAGER REDUCED MANAGEMENT COSTS BY 20 PER CENT.”

Alfonso Artiles, IT director, La Caja de Canarias



Dell Asset Recovery & Recycling Services, which offers safe and environmentally acceptable disposal of desktops, notebooks, servers and storage, recycled the 30 existing machines. The service included transportation, logistics, data removal and disposal in accordance with local and EU regulations and in compliance with the waste electrical and electronic equipment (WEEE) directive.

The results of the POC were positive – highlighting the major benefits from rolling out the solution across the business. Comments Artiles: “Our POC showed the great collaboration between Dell, Intel and Microsoft on complex projects.” La Caja now plans to test SCCM for simplified management on a Dell PowerEdge™ 2950 server, featuring Intel Xeon® processors. “We want to use Dell Server Deployment Pack for SCCM when it comes to a full deployment of SCCM. The pack will automate configurations and deployments from a central location to the PowerEdge servers across our network.”

## NEW DESKTOP ENVIRONMENT REDUCES COSTS BY 20 PER CENT

The Dell OptiPlex desktops running remote management solutions showed great cost efficiencies. Now IT personnel would no longer have to make so many desk-side visits for routine management tasks. “We saw that Dell OptiPlex 755 machines featuring Intel vPro technology and supported by Microsoft System Center Configuration Manager reduced management costs by 20 per cent,” says Artiles.

Once the new desktops and SCCM are in place, branch employees will be more productive. There will be less downtime because IT personnel can resolve the majority of issues remotely. But when a desk-side visit is needed, work will be completed faster. Artiles explains: “Thanks to our Dell OptiPlex desktops running Intel vPro technology, there is no need for a desk-side diagnosis. When our IT personnel arrive on site, they know what the issue is and how to resolve it.”

The POC revealed that La Caja’s existing applications ran well on a Windows Vista

platform. This has given the green light for a standardised desktop image across the whole company. Artiles now plans to make the most of Dell Custom Factory Integration (CFI) so the desktops arrive on-site pre-configured and can be up and running in hours. He says: “Dell Custom Factory Integration will lower the total cost of ownership across our client estate and ensure desktops arrive pre-configured and ready to use, straight out of the box.”

## DELL OPTIPLEX CUT DESKTOP ENERGY COSTS BY 80 PER CENT

By rolling out the Dell machines to all branches, La Caja expects energy consumption across the desktop environment to fall dramatically. “Dell OptiPlex 755s featuring Intel vPro technology and Intel Core™ 2 Duo processors will reduce power consumption by 80 per cent on desktops,” says Artiles.

The Dell OptiPlex 755 server includes an Energy Smart configuration tool, which means La Caja can set the machines to consume less power. Artilles comments: "Our Dell OptiPlex 755 desktops offer 4 gigabytes of memory in an ultra small form factor. In addition, the machines are agile enough to load different applications at the same time. The difference between Dell OptiPlex 755s and other vendor desktop offerings is noticeable."

### **INCREASED PRODUCTIVITY, STREAMLINED MANAGEMENT**

La Caja expects employee productivity to increase after the company-wide migration to Windows Vista. According to Artilles, Dell OptiPlex desktops running Microsoft's latest client operating system will help personnel deliver their business goals faster. "Like all Microsoft operating systems, Windows Vista is intuitive and user-friendly. It simplifies the way people work, offering better ways to organise and store files," he says. The application also delivers enhanced security, reducing the threat of viruses or network intruders and making management across the IT network simpler.

### **STANDARDISE AND STREAMLINE YOUR INFRASTRUCTURE**

The Dell Server Deployment Pack for SCCM will make it quick and easy to roll out the management software across the network when La Caja fully deploys the technology. Using the pack, IT personnel can deploy SCCM on Dell PowerEdge servers from a central location. The Dell solution enables:

- Pre-operating system configuration
- Driver installation
- GUI-based RAID configuration
- PowerEdge deployment templates

Comments Artilles: "Microsoft System Center Configuration Manager will help us move from a reactive to a proactive management environment. Today, using Dell, Intel and Microsoft technologies we are moving to a standards-based IT environment that flexibly supports the priorities of cost reductions and business growth."

### **DELL SERVICES DELIVER A COMPLETE SOLUTION**

The POC proved that La Caja had chosen the right IT solution provider. Artilles says: "Thanks to Dell Deployment Services, there was no downtime during the pilot, so personnel avoided any disruption."

A major advantage of using Dell was the fact it arranged the delivery of the new machines and the disposal of the old machines. He continues: "By working with Dell Asset Recovery & Recycling Services, we were able to recycle our old desktops in an environmentally friendly way, helping La Caja de Canarias meet its goals for sustainable working practices."

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