



# Telecommunications company efficiently supports distributed and growing workforce

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*Scott Carstens*  
Information Technology Systems Manager, BroadSoft

## CUSTOMER PROFILE



<b>Company</b>	BroadSoft
<b>Industry</b>	Telecommunications
<b>Country</b>	United States
<b>Employees</b>	825
<b>Website</b>	<a href="http://www.broadsoft.com">www.broadsoft.com</a>

## BUSINESS NEED

To efficiently support its distributed and growing workforce, BroadSoft needed to replace its manual systems management processes and home-grown issue tracking tool.

## SOLUTION

BroadSoft's small IT team now efficiently supports its 825 employees worldwide, through deep visibility into all resources, automated issue tracking and remote resolution from KACE® appliances.

## BENEFITS

- Enables small IT team to support a distributed, mobile workforce
- Delivers deep visibility into resources worldwide from a central console
- Saves IT staff hours of time for each issue through automated service desk issue tracking, remote device support and problem remediation
- Improves endpoint security by automating patch tracking and deployment

## SOLUTIONS AT A GLANCE

- [Endpoint Systems Management](#)

BroadSoft, the leading innovator of Voice over IP (VoIP) applications, is the backbone of the networks of more than 500 telecommunications service providers, empowering them to deliver enhanced and personalized communications and entertainment services to businesses and residential subscribers. To enable its small IT team to efficiently support a rapidly growing, geographically dispersed and increasing mobile workforce, BroadSoft relies on KACE systems management solutions.

**MANUAL PROCESSES AND HOME-GROWN SOLUTIONS FAIL TO SUPPORT A DISTRIBUTED WORKFORCE AND SCALE AS THE COMPANY GROWS**

Just five years ago, BroadSoft was less than half its current size, but supporting the IT needs of several hundred employees was already a challenge on multiple fronts. The first was lack of visibility into the devices employees were using. “We had no visibility into what assets we had,” explains Scott Carstens, information technology systems manager at BroadSoft. “We didn’t know, for example, how many Microsoft Office installs we had or how many licenses, so we never knew when we needed to purchase more. We couldn’t even say how many PCs we had.”

To try to get the information they needed, the IT team had to rely on time-consuming and error-prone manual processes. “We had no way of knowing the status of a laptop without asking the users all kinds of questions, such as, What model is it? How much memory does it have? What applications were installed? Is the drive full?” notes Carstens. “It was taking a lot of the team’s time, and we had no way of verifying what the users told us.”

Moreover, IT staff had no easy way to resolve issues for users who might be miles or even half a world away. “We didn’t have a way to remote into users’ machines, so our only option was to try to walk them through the process on the phone,” continues Carstens. “Helping one user with a problem could take several hours, and often we’d have to give up and just send them a new imaged hard drive.”

Finally, BroadSoft was using a home-grown ticketing system that lacked the features and flexibility required to support a growing company. “It was simply a front end to a database that allowed us to enter information for just a couple of fields,” explains Carstens. “We couldn’t make any modifications to it without causing a lot of chaos, so it was no longer meeting our needs.”

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Information Technology  
Systems Manager  
BroadSoft*

**PRODUCTS & SERVICES**

**SOFTWARE**

KACE Systems  
Management Appliance

KACE Systems  
Deployment Appliance

## **INVENTORY MANAGEMENT AND ISSUE TRACKING TOGETHER IN ONE SOLUTION**

BroadSoft recognized that it needed a comprehensive systems management solution that would scale to support its future growth, and found everything it needed in one solution — the KACE Systems Management Appliance (KACE SMA). “With other solutions, you have to go one place for reporting and another place for ticketing,” notes Carstens. “KACE provides it all in one package. It has been a lifesaver for us.”

Since installing the KACE SMA, BroadSoft has grown to 825 employees worldwide, but its five-person IT team can manage them all efficiently and proactively, with full visibility into all 900 Mac and PC desktops and laptops now in use. “We can quickly see, for example, how many PCs we have out there, and how many Microsoft Office installs,” explains Carstens. “Now when Microsoft comes calling, we can easily show that we are current on our licensing.”

And the visibility goes far deeper. “We can see everything we need to know about each system, including not only what applications are installed on it, but details such as what network interfaces are installed and when it was last rebooted,” notes Carstens. “We can see the RAM on each individual machine, so if, for instance, Microsoft pushes out a new version of an application that requires more memory, we can easily see which machines need to be upgraded with more memory.”

## **SOFTWARE AND PATCH MANAGEMENT FOR ENDPOINT SECURITY**

BroadSoft can also remotely update its machines to ensure endpoint security with the KACE SMA. “When Microsoft releases an update to an application, the patch is downloaded to the [KACE SMA], which queries every machine to see if the patch has been installed,” explains Carstens. “We’re at 92 percent for critical patch compliance now, which is good, especially since we had no idea how compliant we were before.”

## **INTEGRATED SERVICE DESK FOR EASY ISSUE MANAGEMENT AND RESOLUTION**

IT staff can now also easily track and resolve issues for users remotely, using the KACE SMA's integrated service desk functionality. “We use the service desk extensively — if users have a problem, they send an email to the service desk and the [KACE SMA] opens a ticket for them, which is routed to the appropriate department,” explained Carstens. “We can even tie a user’s computer right to a ticket, and we can see all open tickets for one particular user or one particular system.”

Because the KACE SMA is so flexible and easy to use, BroadSoft is now able to resolve issues quickly, keeping users productive and saving IT valuable time. “The difference between the [KACE SMA] and our old ticketing system is night and day,” says Carstens. “It’s very easy to add or remove fields or to change a pull-down menu in the KACE service desk when we add something new that we need to support.”

## **COMPLETE LIFECYCLE MANAGEMENT**

With the KACE solution, BroadSoft now enjoys effective capacity planning. “Before we had the KACE appliance, we had no insight into when warranties were due to expire. A system would break, and then we’d find out that it was out of warranty, so we’d have to rush and set up a new system for the user,” says Carstens. “With the inventory piece of the [KACE SMA], we can see when the warranty will expire on each machine. Moreover, that piece ties nicely into Quest Support, so we can work with them to plan ahead to get systems ordered to do refreshes.”

“For example, using KACE, I was able to see that all of our engineers’ OptiPlex 960 desktops are out of warranty — it was very easy to do instead of sending out 150 emails and asking them what they have,” Carstens added.”

BroadSoft also relies on the KACE SMA's asset management reporting to track what assets each employee has been given. “KACE keeps track of what everybody

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Information Technology  
Systems Manager  
BroadSoft*

has. When new hires start, we record everything they are given, from their phone to their laptop to their monitor, as well as all the different accounts that were set up. Whenever we need to see what assets a certain employee has, we have just one place to look," Carstens explains. "When an employee leaves the company, we can easily pull up a report and see what assets were used and what we're supposed to get back, which is critical because a lot of our employees work from home."

BroadSoft is so satisfied with its Dell KACE appliances that it is considering expanding. "If you call me next year, I'll still be using the KACE appliances, because they just work," Carstens says. "I can't imagine ever switching."

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BroadSoft*

## **ABOUT QUEST**

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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