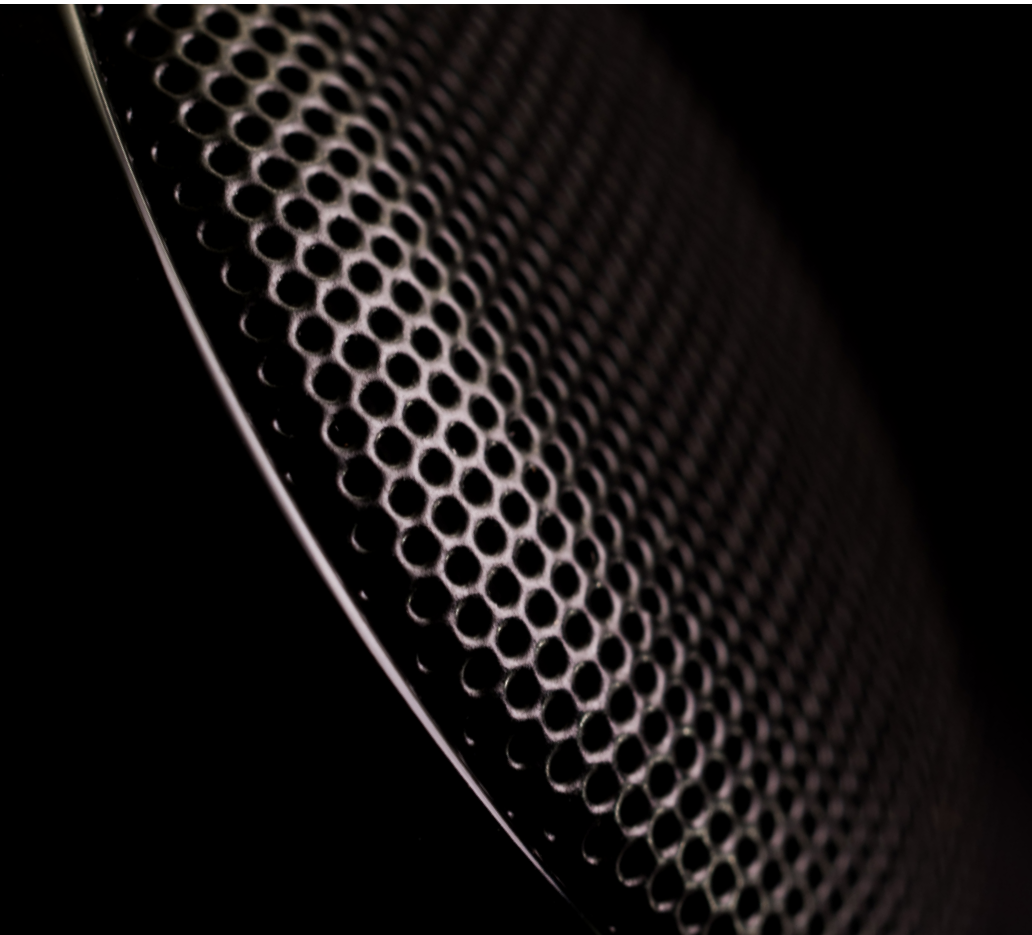


High-fidelity meets IT infrastructure management

Simplified management, secure maintenance and an integrated service desk enable Focal-JMlab to focus more fully on its core business.



“Tools such as the KACE SMA (K1000) and KACE SDA (K2000) Appliances allow us to focus on higher value-added tasks. We have also gained speed and efficiency in managing computer workstations and service desk performance indicators.”

*Alain Gachet
Infrastructure and System Manager, Focal-JMlab*

CUSTOMER PROFILE



Company Focal-JMlab
Industry High-end audio
Country France
Employees 500
Website www.focal.com

BUSINESS NEED

With multisite management and a limited IT team, Focal-JMlab needed to automate management of its IT infrastructure to deliver faster service to users with as little impact as possible to daily tasks.

SOLUTION

By choosing KACE® Endpoint Systems Management Appliances, Focal has gained considerable responsiveness and performance to help meet core business needs and carry out projects more efficiently — both part of a companywide digital transformation.

BENEFITS

- Automated imaging for increased time-savings
- An optimally updated and secure inventory
- Performance indicators management with the integrated service desk

SOLUTIONS AT A GLANCE

- KACE Endpoint Systems Management Appliances

“These tools are very good and have helped us cultivate a better corporate image.”

*Alain Gachet
Infrastructure and System Manager,
Focal-JMLab*

PRODUCTS & SERVICES

SOFTWARE

KACE SMA (K1000)

KACE SDA (K2000)

A leader in the high-fidelity audio market, Focal-JMLab manufactures high-end loudspeakers to equip homes, vehicles and professional recording studios. Employees at Focal are not only experts in the audio world, but they are also passionate. They care deeply about delivering exceptional-quality speakers to audiophiles worldwide and helping maintain the Focal reputation. That’s why, according to Alain Gachet, the company’s infrastructure and system manager, it’s imperative to keep employee satisfaction high by offering automated, simplified and securely managed IT tools to help them do their jobs more efficiently.

Alain, who works for Focal-JMLab as well as other national and international subsidiaries of VerVent Audio Group, is responsible for IT production, security and the provision of business tools for all of the company’s users. His department manages various projects for the company, as well as the ongoing improvement of IT services and the maintenance and security of its IT infrastructure. With headquarters in Saint-Etienne, France, and several remote sites around the globe, Focal’s nearly 500 employees keep Alain on his toes.

His team takes care of securing the company’s entire IT system against new threats, conducting IT infrastructure and compliance audits, and managing all users’ mobile devices. To help automate management of the organization’s IT infrastructure, Alain turned to KACE SMA (K1000) and KACE SDA (K2000) Appliances to simplify tasks such as IT infrastructure inventory, application deployment and the service desk. With KACE, Alain has been able to standardize common IT processes, increase his team’s productivity, and better manage the compliance and monitoring of his IT infrastructure.

“Tools such as the KACE SMA (K1000) and KACE SDA (K2000) Appliances allow us to focus on higher value-added tasks,” Alain says. “We have also gained speed and efficiency in managing computer workstations and service desk performance indicators.”

Ultimately, all of this means his team can deliver better IT services to users.

Alain and his team use the native tools in the KACE Endpoint Systems Management Appliances to better align with Focal’s key business strategies — in particular streamlining the service desk function and standardizing routine IT processes. “For similar projects, I strongly recommend thinking about your users to reduce machine downtime and avoid software compliance check costs, in terms of time and expense,” Alain says.

KACE SMA (K1000) and KACE SDA (K2000) Appliances have helped Alain:

- Accelerate workstation deployment or its replacement in the event of a failure
- Manage application deployment
- Maintain standardization of workstations
- Perform software compliance audits
- Offer better service to users in securing their workstations
- Automate IT processes

Alain and his team most frequently use the mobile application, deployment application and service desk features in the KACE appliances.

“These tools are very good and have helped us cultivate a better corporate image,” Alain says. “We have also improved tracking of our IT assets. Each application installed is required to pass through a validation process. We now have better control of our software infrastructure with better security and fewer crashes, thanks to good change management. The KACE Appliance is like having an additional collaborator in the service.”

ABOUT QUEST

At Quest, our purpose is to solve complex problems with simple solutions. We accomplish this with a philosophy focused on great products, great service and an overall goal of being simple to do business with. Our vision is to deliver technology that eliminates the need to choose between efficiency and effectiveness, which means you and your organization can spend less time on IT administration and more time on business innovation.

View more case studies at [Quest.com/Case-Studies](https://quest.com/Case-Studies)