



KACE® by Quest® counts for a lot at the Orange County Comptroller's office



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Emily Misura, System Administrator

CUSTOMER PROFILE



Company	Orange County Comptroller
Industry	Government
Country	United States

CHALLENGES

As a public-facing, government entity, the Orange County Comptroller's office in Orlando, Florida, provides citizens with a wide range of tax, property and financial resources, from helping people navigate the Tourist Development Tax to petitioning the Value Adjustment Board on property assessments. If the organization's servers went down even for an hour, critical information and services would not be available, resulting in potential missed deadlines and other negative outcomes. Ultimately, the office could lose credibility with the public if services are not available when needed.

When the organization began experiencing technical compatibility issues that affected overall system performance, they knew they needed to find a way to better manage their IT environment.

HIGHLIGHTED SOLUTIONS

Quest® KACE® Systems Deployment Appliance

Quest® KACE® Systems Management Appliance

SOLUTION

After reviewing a few different solutions, the Orange County Comptroller's office went with the KACE Systems Deployment Appliance and the KACE Systems Management Appliance because of their ability to integrate into the organization's existing infrastructure. KACE gave the IT team a lot of flexibility and proved to be easy to use for ongoing management.

"KACE meets our business needs by providing a scalable solution."

Emily Misura, System Administrator

"KACE meets our business needs by providing a scalable solution," said Emily Misura, system administrator with the Comptroller's office. "We're able to easily update and configure everything to be exactly how we need it in our environment."

RESULTS

Misura, who has been with the Comptroller's office for more than three years, manages all of the servers in their IT environment and oversees patching for the organization's servers and workstations.

Security is a top concern on her team. The KACE Systems Management Appliance forms a key component of their security strategy by providing automated patch deployment and vulnerability scanning across their environment. "We're mostly a Windows 10 shop," she says. "And with KACE, we get a good amount of security."

Another ongoing concern of the IT team is to improve their time management across the board. "KACE has helped us be more efficient with ticketing, asset inventory, general systems management, patching and other tasks," Misura says.

Work-life balance is also very important at the Comptroller's office. "In general, IT is a stressful type of job because you have new issues every day," Misura said. The IT team has to learn new technologies and troubleshoot new security issues all the time. Systems and applications need to be

patched on a regular basis — and sometimes immediately. "Being able to see, in a very clear and concise way, what we're missing and what we need to do to take care of issues as quickly as possible is critical."

Misura says more people on her team can see issues when they come up and mitigate them immediately rather than having to do extra leg work to get to the root cause of a problem. "KACE helped reduce the stress I have at work and restored a lot of my work-life balance."

BENEFITS

- Automated patch management and vulnerability scanning
- Clear visibility into the entire IT environment
- More efficient systems administration processes and tasks
- Greater work-life balance overall

ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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