University manages patching, version control, software deployment and scripting, with full asset reporting

The University of Sheffield Advanced Manufacturing Research Centre (AMRC) uses KACE® by Quest® for its fleet of 1,500 Windows devices.

The University Of Sheffield. AMRC Advanced Manufacturing Research Centre

Country: **United Kingdom**

Employees: **500**

Industry: **Manufacturing**

Website: **amrc.co.uk**

It's not so difficult to take inventory of all your IT assets. But it is difficult to make sure that inventory is accurate.

So, when the University of Sheffield AMRC faced a Windows upgrade of 1,500 endpoints, it knew it needed a solution strong on both deployment and reporting.

Graduating from basic system duplication to large-scale migration

"We had been using Acronis for very basic duplication of system images," says Chris Varnom, IT infrastructure manager at the AMRC. "But our needs grew and changed beyond that. When the time came for the Windows migration, we compared

About this case study

The AMRC faced a large Windows deployment and needed a way to inventory and migrate hundreds of endpoints in short order.

Solution

The Centre's IT group used the KACE Systems Deployment Appliance to execute the migration. For ongoing Windows patch management and version control it uses the KACE Systems Management Appliance.

Benefits

- Accelerated the processes of building and deploying device images
- Simplified patch management
- Enabled script targeting on a large scale
- Provided full auditing of the Windows estate

Solutions at a glance

- KACE Unified Endpoint Management

PRODUCTS AND SERVICES

Software

- **KACE Systems Management Appliance**
- **KACE Systems Deployment Appliance**

KACE to Microsoft's System Center Configuration Manager (SCCM). We found that KACE was easier to use and more feature-rich. Plus, it allowed for much faster deployment."

KACE Systems Management Appliance (SMA) and KACE Systems Deployment Appliance (SDA) ticked the most important boxes on AMRC's IT landscape. They integrate OS image deployment, IT asset management, scripting, service desk, patch management and distribution, with reporting capabilities that give administrators a full view of their Windows estate.

"It's very easy to set up clients on KACE," says Varnom, "and easy to deploy complex software builds to our workstations in a controlled manner. It's now the only product we use to image and deploy workstations. KACE has saved us countless hours in software deployment."

The broad spectrum of endpoint management

The AMRC currently uses KACE for endpoint management of approximately 1,500 devices. That includes managing Windows patches, applying version control, scripting the deployment of system images to workstations and deploying software to groups and individuals. It also uses KACE for auditing the workstation fleet and for generating reports about software usage and security patch records.

"We like being able to create custom reports based on any number of internal fields, including custom inventory fields," says Varnom.

With KACE, Varnom's IT team knows that it always has up-to-date information about assets, which is critical for normal operations. In the AMRC's manufacturing environment, where physical access to workstations is not always a given, KACE is now the go-to tool for extended support.

The value of auditing and scripting

IT can run a full report of all devices in the estate, listing Windows version, encryption status, antivirus version, support term and more. Then, KACE makes all that information available through its service desk software.

"That auditing capability is the most valuable aspect for us," says Varnom. "Next, we like the managed software deployment and the ability to deploy a single build instead of custom installations that are time-consuming and error-prone. For configuration, removal or reporting we can write deployment scripts that ensure workstations are correctly implemented for our users."

As the AMRC has grown over the years, it has found that KACE products scale well. Several times it has increased its number of licenses, easily keeping up with the number of devices it needs to cover. Having virtualized away from hardware restrictions, it considers KACE a good fit.

"The stability of KACE is great," says Varnom. "It simply never fails. KACE has provided us with a managed environment that surpasses all expectations."

> **"KACE has saved us countless hours in software deployment."**
>
> *Chris Varnom,*
> *IT Infrastructure Manager, University of Sheffield AMRC*

About Quest Software

Quest Software creates technology and solutions that build the foundation for enterprise AI. Focused on data management and governance, cybersecurity and platform modernization, Quest helps organizations address their most pressing challenges and make the promise of AI a reality. Around the globe, more than 45,000 companies including over 90% of the Fortune 500 count on Quest Software. For more information, visit www.quest.com or follow Quest Software on X (formerly Twitter) and LinkedIn.

Quest, 4 Polaris Way, Aliso Viejo, CA 92656 | www.quest.com. If you are located outside North America, you can find local office information on our website. Quest, KACE and the Quest logo are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit www.quest.com/legal/trademark-information.aspx. All other trademarks are property of their respective owners.
© 2025 Quest Software Inc. ALL RIGHTS RESERVED. CustomerStory-UniversityofSheffield-LP-71772