

Success Story: Comcast

Reducing costs and streamlining resources for an OS migration while meeting aggressive deadlines and handling complex application management: an AdminStudio case study



"AdminStudio is one of the most flexible products I've ever used. It's almost like two products in one: you can either get up and running really quickly and earn the return on what you've spent on it, or you can get into as much detail as you want and leverage all the functionalities that you may want in the product. Or you can even do both. Without question, AdminStudio helped us realize our goals with the least amount of organizational or managerial challenge that we've ever seen."

Darrin Veit
Technologist II
Comcast Cable



Business Challenge

Comcast Cable is the leading cable and broadband communications provider serving more than 21 million customers in 35 states and the District of Columbia, and is the market leader in 8 of the top 10 U.S. markets.

Comcast Cable, Central California (Comcast) is responsible for all subscribers in the greater metro area of Sacramento.

The company's Sacramento-based group serving Central California planned to open a new call center with 600 PCs that needed to be installed within a short period of time. At the same time, Comcast's 100+ legacy applications used by the call center also had to be migrated from Windows NT to Windows 2000 Active Directory Services for this new branch.

The Flexera Software Solution

Prior to selecting Flexera Software's award-winning AdminStudio, Comcast had been using Computer Associates' Unicenter product to manage their legacy applications. The company ultimately found that the CA solution was not well suited to handle the migration of legacy applications to Windows 2000 within the short time required to meet the aggressive deadlines.

After an in-depth evaluation of both Wise Package Studio and Flexera Software's AdminStudio, Comcast selected AdminStudio for its superior integration with the SMS 2003 environment, as well as its ability to reliably handle all complex application packaging steps prior to a major deployment including conflict resolution, updates, pre-deployment testing and overall packaging and installation.

Under intense time pressure, Comcast purchased AdminStudio only two weeks before the new branch was scheduled to open. In a matter of days, Comcast was

able to completely repackage its legacy applications into the Microsoft Windows Installer (MSI) format, migrate to Active Directory and re-boot the machines with the updated software. Within 72 hours, all 600 machines were operating perfectly, and the call center was open for business within its deadline.

"I don't think I've worked with any other technology that I've been able to get up and running so quickly," says Darrin Veit, Technologist II of Comcast Cable, Central California.

Business Benefits

The benefits that AdminStudio delivered to Comcast Cable include:

- Simplified and accelerated complex migration: Comcast was able to migrate their legacy applications from Windows NT to Windows 2000 quickly and easily.

- Single installation standard and increased reliability: Using the industry standard InstallShield® technology built into AdminStudio, Comcast was able to standardize all installations for multiple environments, resulting in simplified testing and increased application reliability across the organization.
- Reduced costs and streamlined IT resources: Before using AdminStudio, software packaging was a time consuming, manual process. With AdminStudio, Comcast can package an installation in a fraction of the time, thus increasing productivity and saving valuable IT time and resources.

About Flexera Software

Flexera Software is the leading provider of strategic solutions for Application Usage Management; solutions delivering continuous compliance, optimized usage and maximized value to application producers and their customers. Flexera Software is trusted by more than 80,000 customers that depend on our comprehensive solutions- from installation and licensing, entitlement and compliance management to application readiness and enterprise license optimization - to strategically manage application usage and achieve breakthrough results realized only through the systems-level approach we provide. For more information, please go to: www.flexerasoftware.com

Next Steps:

You can download a no-cost evaluation of AdminStudio at www.flexerasoftware.com/adminstudio/eval



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