

Case Study



BUSINESS

Manufacturing, formulating and sales of sports nutrition and healthy soy-based products. Genisoy offers an e-commerce site targeting resellers and the retail public as well as regular channel partner distribution for both the MLO Sports Nutrition line as well as the GeniSoy product line. www.genisoy.com

THE PROBLEM

The IT team had inherited a cumbersome and support intensive PC workstation management process. New workstations were initially prepared off-site using an outdated "Ghost" image. Next, a few pages of "customized" settings were applied. The final step was to install the company-wide (base) applications and then the individual applications required by each work group. This process would consume from four up to eight hours, and often required follow-up visits to "fix" installation settings.

WHAT WE DID

Automation Services Group performed a brief TCP/IP, Active Directory (AD) and Windows Server infrastructure analysis. DHCP scope modifications were made and an additional domain controller was built to host the Remote Installation Services (RIS) and individual application installation files (MSI's). An un-attended operating system (OS) load installation was developed with RIS to install Windows 2000 Professional, along with custom settings to remove all initial welcome prompts and apply company specific settings. Group policies were then created and associated with a new Active Directory machine container, (RIS automatically adds machines into the designated container) and five "base" application MSI's. This enabled the machines to automatically "receive" the base applications as soon as the OS was loaded. A second set of group policies were also created for each optional application and associated with individual AD groups. This enabled individual applications to be installed for an individual or group of users by simply modifying their group membership.

THE RESULT

Since the adoption of ASG's *Un-Attended Methodology*, the MLO IT staff is able to install and configure new PC workstations in 45 minutes using a single key stroke (F12 invokes the boot on-LAN feature). A workstation can now be deployed in under an hour with ALL the applications that an individual requires, and all functioning without error. Support calls related to software installation and new or reused workstation deployments has been dramatically reduced. The User community productivity has increased markedly, and the IT team can now focus on more valuable and mission critical business issues.

WHAT THEY SAID

"Our relationship with ASG has resulted in major reductions in the overall cost of infrastructure operations. ASG develop workstation "build and manage" techniques that saved us hundreds of man-hours. In addition, we significantly reduced support costs and are able to concentrate on important strategic initiatives." Glen Gollnick, IT Manager, MLO Products Company

WHO THEY ARE

MLO Products Company is one of the few sports nutrition companies that actually develops, formulates and manufactures its own products. Located outside of San Francisco, MLO Products Company has a large state-of-the-art manufacturing facility capable of producing hundreds of units per minute.

GeniSoy Products Company is dedicated to making healthy and tasty soy-based products. It is part of a 35-year old company (MLO Products) that started making sports nutrition bars and protein powders in 1964. GeniSoy was founded in 1997 after MLO began manufacturing isolated soy protein products for institutional research studies investigating soy's health benefits. Soon after these benefits were substantiated, the first GeniSoy products were developed to bring the health benefits of soy to the world in a form that was convenient, economical, and delicious. Since then, they've been committed to providing the highest quality, best tasting, and most affordable soy products available.

MLO has adopted ASG's *Un-Attended Methodology* to deploy and manage their PC's and Applications. Using this approach, MLO was able to significantly reduce their cost-of-ownership, easily control application deployment and reduce support calls to a fraction of their previous level.

