

# Dell



## Overview

License Technologies Group Inc. provides software publishers and their parties with licensing solutions. These solutions focused on intellectual property process management and revenue generating activities. The company deals with global web-base, multilingual, multicurrency, multi-vendor programs as well as taxation issues.

With a very complex technical environment IT support staff needed a way to manage and control this environment without being tied to their office and carry high off-hours support costs.

## Evaluating the Solution

License Technologies Group Inc. selected Mobile Admin for its ability to perform a full range of network management functions from a wireless handheld device, including managing Microsoft Windows, Active Directory, Exchange, SQL, as well as Lotus Domino, Novell and Oracle servers.

The benefits were observed in the first two weeks of implementation when a database issue, solved instantly from a wireless device, saved the company money and data that otherwise would have been lost forever.

## Mobile Admin advantages include:

- Offers flexibility to IT specialists that can have access to networks from everywhere outside the office

"I commonly use MobileAdmin at dinner or in the L train – Chicago's rapid transit line." "This application is like an extension of me." – Ken Bocchino

## Industry

Information Technology

## Environment

Approximately 40 production servers in two data centers and 20 development/ QA servers; two Mainframe HP 3000s; applications include Microsoft Exchange 2003, SQL 2000.

## Situation

The infrastructure expert at License Technologies Group was looking for a way to manage and control company systems remotely, in a timely fashion, without being tied to the office.

## Organization Profile

License Technologies Group is the leader in consulting and technical services specifically designed to give customers the ability to manage software licensing programs more efficiently while increasing their level of customer service.

## Solution

Mobile Admin offers support for more servers, and was easy to install and implement.

## Results

License Technologies Group has the ability to monitor its networks from anywhere. The company has reduced downtime, costs of remediation and improved customer service. IT administrators are more productive.

- The ability to cost-effectively manage key administrative functions instantly, from anywhere
- The ability to reduce or eliminate systems downtime from hours to seconds because IT specialists can fix problems on-the-go

## Increasing Flexibility for IT Staff

“We looked at some other solutions on the market but we found Mobile Admin to be the most innovative and comprehensive solution applicable to our company. The application has great features and a very self-explanatory interface. It took us one hour to set up without any help. Life before Mobile Admin completely lacked flexibility. I often couldn’t attend meetings or conferences because I was afraid a delay in my response would create huge losses for the company,” declares Ken Bocchino from License Technologies Group.

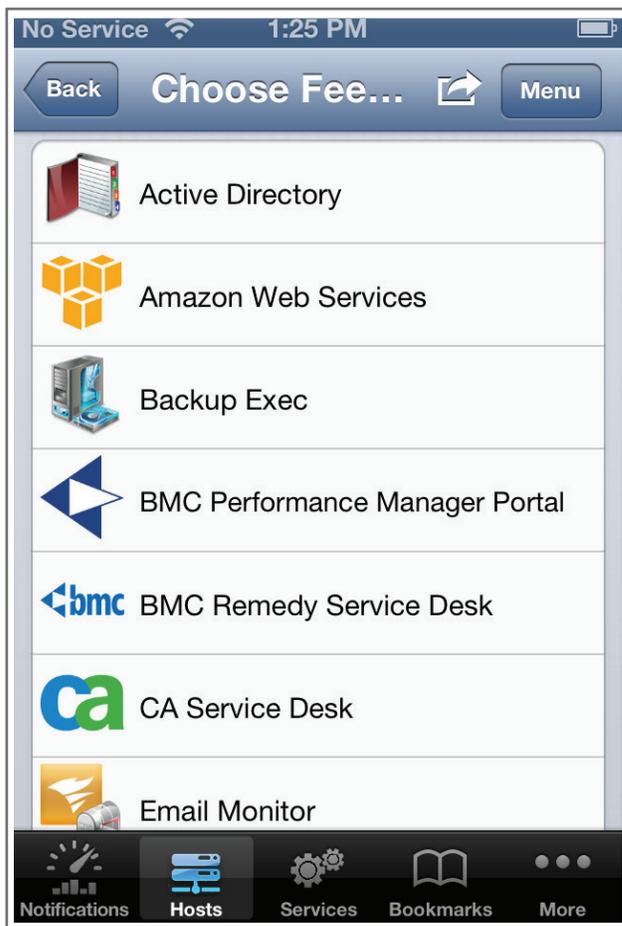
## Growing a Company

Founded in December of 1996, License Technologies Group is a Delaware Corporation & Subsidiary of Buhrmann NV. With more than 60 employees worldwide and growing quickly, the technical environment is diverse and complex.

The most used wireless devices are BlackBerry and Palm Treo. Within a multifaceted infrastructure, Mobile Admin was the perfect application to support this broad range of servers and systems. Some of the main technical requirements of the solution to be implemented were to have secure and controllable access, support for multiple devices and accessibility for all the company’s systems.

## The Benefits

Mobile Admin offers complete coverage, security and flexibility. “I commonly use Mobile Admin at dinner or in the L train – Chicago’s rapid transit line” says Bocchino. “This application is like an extension of me.” Although Mobile Admin is mainly used to reboot systems and restart services, the full suite of features ensures that whatever needs to get done is executed efficiently.



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