

Solution Case Study



CLIENT: VIRGINIA CREDIT UNION

SOLUTION: SYCOM AND SYSTEM CENTER 2012 SUITE

CHALLENGE

- Desktop management
- Monitoring issues
- Multiple Help Desk applications
- Inconsistent Imaging applications

SOLUTION

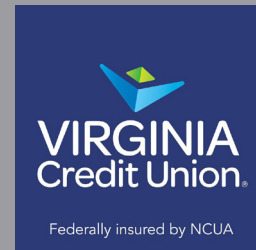
- Configuration Manager for imaging and desktop management
- Service Manager for consolidated Help Desk solution
- Operations Manager for standardized monitoring solution

BUSINESS RESULTS

- System Center applications are integrated with each other and automation is provided with Orchestrator
- Cost savings by utilizing the System Center suite (~\$200K in savings)

SOLUTION SUMMARY

By utilizing SyCom as the trusted advisor and the Microsoft System Center 2012 suite, VACU was able to standardize their monitoring solution, desktop management application, and provide an Enterprise ready Help Desk solution for their organization. The ROI on the System Center investment was within the first year of implementation.



- Financial institution
- 24/7 availability
- Founded in 1928
- Over 230,000 members
- \$2.5 billion in assets

“The production migration of our Help Desk applications to Service Manager was smooth and a huge success.”

Chuck Wagner

End Users Services Manager

Gold
Microsoft Partner



Microsoft
System Center 2012
R2