



# HUGHES FEDERAL CREDIT UNION

Waking and maintaining PCs efficiently with Verdiem

## CASE STUDY

Hughes Federal Credit Union was formed in 1952 in Tucson, Arizona, and is a member-owned, not-for-profit financial cooperative. Instead of paying stockholders, it returns its profits to its members through higher savings rates, lower loan rates, free interest-earning checking, and fewer and lower fees. Hughes Federal Credit Union serves more than 105,000 members from more than 600 employer groups with branch offices in Tucson and has more than \$976 million in assets.

### INDUSTRY

Financial Services

### APTEAN SOLUTION

Verdiem Wake

### CHALLENGES

- Manual, time consuming process of patching and updating computers across branches
- No way of waking computers remotely

### BENEFITS

- For one project, Verdiem's wake capabilities have saved between 20 and 30 hours for Hughes per year
- The ability to troubleshoot computer issues remotely and outside of office hours
- PCs can be woken in an emergency

Hughes Federal Credit Union is based in Tucson, Arizona and offers banking, investment and borrowing services to its members. Hughes has 7 branches in Tucson, along with its headquarters, and almost 300 PCs for its IT staff of 11 to manage and maintain. By adopting Verdiem and its wake capabilities, Hughes is able to efficiently manage updates and patches to machines centrally, as well as make sure the fleet is up and running at all times.

## THE CHALLENGES TO SOLVE

### BIANNUAL UPDATES

To keep the credit union up and running, the IT team at Hughes are tasked with a twice yearly undertaking which used to take up a large chunk of their Sundays. The core processing system which Hughes operates needs to be upgraded biannually, but unfortunately there was no easy way to roll this out using centralized management like Group Policy. Instead, because of critical security concerns, the team would split into groups and drive around Tucson, visiting each office in turn: the furthest of which is around 17 miles from their base at headquarters.

Not only was this time consuming, but keys and alarm codes were needed for the branches, as well as informing the alarm company beforehand. Once the team had access to the branch, they would need to go from PC to PC, powering each one on, installing the upgrade, and then powering each one down.

### TROUBLESHOOTING

If a PC user had an issue with their machine, the IT team would ask them to leave it switched on overnight so they would be able to work on it remotely. However, this posed a security concern. It has also become such a habit for Hughes employees to

turn off everything after they've used it: be it light switches, TV's or computers, that the machine would often be powered down when the user left, leaving the team unable to carry out any maintenance.

## THE SOLUTION

To save time and to be able to access PCs remotely, the Hughes IT team decided to look into a way to manage the PC fleet centrally using a wake on LAN software. Of the software vendors they considered, Hughes decided on Verdiem, an enterprise software solution from Aptean, and its wake capabilities which deliver a 99% success rate on waking PCs across organizations of all sizes.

### THE IMPLEMENTATION

"We went with Verdiem's wake capabilities because the team made the whole thing really easy for us," says Mark Frieden, Information Security and Technology Manager at Hughes. "We've been using it for two years now and we're really happy with it."

Verdiem's wake needed to be installed on each PC at Hughes, but this was easily achieved through Group Policy. Hughes has worked with Verdiem over the past year to keep the solution up-to-date, and any stumbling blocks that arose were quickly solved, such as a change in a link given to employees who use VPN to wake their individual computers. "There was no need for a professional services team to carry out the upgrades, and the initial server install was also painless," comments Mark.

## THE BENEFITS

The twice yearly upgrades to the core processing system at Hughes can now be managed centrally. There is no need for the IT team to travel to each branch anymore: all PCs that require the upgrade can be woken at the same time from their headquarters and through remote desktop, the team can install upgrades and then power the machines down.

"It's a lot easier now," says Mark. "Previously it would take ten of us between 4 to 6 hours to complete the whole upgrade

process: now it only takes 2 to 3 hours, which is around 20 to 30 hours per year saved on this one project. If we need to reduce the manpower by one or two people, it won't affect the process now much at all, but it would have been an issue the way we were working previously."

The IT team at Hughes are now able to troubleshoot PC issues remotely. Even if a user switches their machine off at the end of the day, whoever needs to work on it can wake it back up after hours using Verdiem's wake. "This is a great benefit because it means I can work on computers any time I want, and when people come back into work in the morning their machine is ready to go," adds Mark.

Verdiem's wake has also helped the team when rolling out smaller, more regular patches and updates. The schedule at Hughes is to turn off all computers at 10pm, which is managed by Verdiem's solution, allowing patches and updates to be installed before shutting down. This way, the PCs don't have to be awakened in the early hours of the morning to allow for updating. Verdiem's solution also wakes every PC it is linked to at 6:55am, just before employees arrive, with no need for them to wait for updates to install meaning they can start working right away.

Hughes now has a more efficient and effective way of upgrading and maintaining its PC fleet thanks to Verdiem's wake.

## ABOUT VERDIEM

Verdiem helped define the PC power management market and has now extended its leadership into IT Risk Mitigation and efficiency software. Verdiem enables customers to centrally control and reduce the energy used by PCs, Macs without impacting end users. More than 600 corporations, government agencies and universities have deployed Verdiem's solutions on nearly 2 million devices. Most customers experience ROI within six to 12 months.

For more information about Verdiem and how you can start becoming more efficient, visit [www.aptean.com/verdiem-evokeit](http://www.aptean.com/verdiem-evokeit).



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