

# Case Study



**Moeller Building Automation is a world leader in low-voltage electrical distribution products but found it needed to energize and automate its software distribution to become more efficient and effective. To accomplish its goals, Moeller pulled the plug on manual processes and made the switch to Prism Deploy® from New Boundary Technologies, distributed in Germany and Austria by OPTIMAL System-Beratung.**

#### **Background:**

With 3,000 employees and annual sales of €262 million, Moeller Building Automation supplies electrical switchgear and distribution systems, building automation systems, and modern data network products for buildings. Moeller Building Automation is one of five business units of the Moeller Group, which operates worldwide in 80 countries. Headquartered in Schrems, Austria, Moeller Building Automation has seven branch offices in Austria and a manufacturing plant in Romania. Until recently, the company relied on manual methods and onsite visits for deploying software applications, service packs, hot fixes and patches.

#### **Environment:**

Moeller Building Automation's IT environment includes about 500 client computers distributed among eight sites in Austria and one in Romania. These sites require considerable IT support to maintain and optimize mission-critical software – from an SAP enterprise resource planning system to basic productivity applications like Office XP and Office 2003. Moeller considers the operational support its IT department provides to be one of the most important cornerstones of the success of the business.

#### **Organization:**

Moeller Building Automation

#### **Company Profile:**

One of five business units of The Moeller Group, Moeller Building Automation supplies low-voltage electrical distribution products, building automation systems, and data network products for buildings. Headquartered in Schrems, Austria, Moeller Building automation has seven branch offices in Austria and a manufacturing plant in Romania.

#### **Situation:**

Moeller Building Automation's IT environment includes 500 client computers connected by a WAN and distributed among nine international sites. Software systems range from an SAP enterprise resource planning system to basic productivity applications like Microsoft Office. The company realized the need to automate software deployment when it began to standardize its client software and migrate to Windows-based servers.

#### **Solution:**

Moeller Building Automation selected Prism Deploy from New Boundary Technologies after reviewing a variety of vendors. The company makes extensive use of the Prism Editor to create highly-reliable deployment packages, and can roll out a software package to the entire enterprise in minutes. Moeller also leverages the Prism Console to establish inventory metrics for both hardware and software in its IT environment.

#### **Challenges:**

As the principle IT administrator for Moeller Building Automation, Martin Neuhauser spent lots of time on the road. Responsible for all hardware and software installations in Austria and Romania, he commuted regularly between corporate headquarters, seven Austrian branch offices, and the manufacturing facility in Sardi, Romania. The trips, primarily to perform software deployment and updating, were very time consuming and often conflicted with other



administrative tasks that had to be postponed or neglected. For Neuhauser, the benefits of an automated deployment solution were obvious. But automating deployment became a real necessity when Moeller Building Automation began to standardize its client software and migrate to Windows-based servers.

**Solution:**

For Neuhauser, learning about Prism Deploy was something of a happy accident. "I checked out some providers on the Internet and right away Prism Deploy stood out as the most comfortable solution for our environment," says Neuhauser. "When I saw how easily and efficiently the software worked, how simply and quickly the various packages could be put together and how quickly they arrived and were installed at the various departments and locations – and all that as minimal network load – I was convinced."

One of Prism Deploy's most important features for Neuhauser has been the Prism Editor, which creates the software packages that he deploys across his enterprise. After creating his deployment packages, Neuhauser distributes them via LAN and WAN to the targeted computers. By simply checking registry keys, he is able to determine that the software package is installed on the appropriate client systems without any issues – independent of hardware

or users. "Inside of two minutes, the complete package is installed on each PC, just the way I want it," Neuhauser reports.

In addition to the Prism Editor, Neuhauser finds the Prism Console to be a very important and useful feature. Utilizing Prism Deploy configuration groups, he is able to leverage the console to establish inventory metrics for both hardware and software installations. "Last but not least," says Neuhauser, "you can sharply curtail the queries about configuration groups and get exact results."

**Results:**

These days, Neuhauser accomplishes nearly all of his software distribution from his desk at Moeller Building Automation corporate headquarters. "The advantages of Prism Deploy are irrefutable. It's a dream to work with," he says. For Moeller Building Automation, Prism Deploy has delivered a significant savings in time and resources required to deploy and maintain critical software systems. No longer does Neuhauser have to copy individual programs, patches and hot fixes to an appropriate file server and then deploy and update software manually during official trips to the individual sites. Thanks to the automated software distribution of Prism Deploy, "on the road again" is no longer a big part of Neuhauser's job description.



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