Kalibrate™

Kalibrate Pty. Ltd.

IBM SmartCloud software delivers an affordable and highly-scalable service-desk solution

Overview

The need
Rick van Driel, sales manager at IBM Business Partner Kalibrate, sought a cloud-based service-desk solution for a remote customer that wanted to run its business more effectively and efficiently.

The solution
With cloud hosting on IBM Softlayer® datacenters, Kalibrate deployed a service and IT asset-management solution based on IBM SmartCloud Control Desk software that will support the customer when it is ready to expand into end point management.

The benefit
The solution reduced the time required to complete certain tasks by as much as 80 to 90 percent.

Rick van Driel, sales and operations manager for IBM Advanced Business Partner Kalibrate Pty. Ltd., needed an affordable and highly scalable service-desk solution for a remote customer. With IBM software, Kalibrate was able to offer its customer a flexible software as a service (SaaS) platform that could be implemented quickly and sized based on the customer's needs.

Held back by a paper-based system

"Recently we had a small startup company," explains van Driel, "and they came to us with a real issue: In a country where approximately one million new smart devices are sold every month, they wanted to work out how to collect these devices when they failed and take them to service centers on behalf of customers." The company relied on an outdated, paper-based system to run its business. The challenge for Kalibrate was to find and implement a solution that would help its customer operate more effectively and efficiently.

With IBM SmartCloud Control Desk software hosted in IBM SoftLayer datacenters, Kalibrate had the perfect solution to help its customer transcend its dated, paper-based systems. "Now they've moved to an automated system, and there's probably a savings there of 80 to 90 percent of time," says Rick van Driel, sales and operations manager, Kalibrate.

Embracing cloud-based automation

"We looked at the IBM solutions portfolio, we identified a few solutions, and we delivered a cloud-based solution in less than a month," explains van Driel. He and his team deployed an IBM SoftLayer Infrastructure as a Service (IaaS) platform, on which van Driel implemented a cloud-based service and asset management suite with IBM SmartCloud Control Desk software. Next, using IBM Endpoint Manager for Lifecycle Management and IBM Endpoint Manager for Software Use Analysis software, van Driel provided his customer with the option to use a SaaS solution to operate its service desk.

With the solution in place, the customer could "go away from a paper-based system; it enabled automation of their business and their process and it really allowed them to focus on their core business," explained van Driel.

A flexible, highly configurable solution

"The true benefit Kalibrate found in the IBM SmartCloud Control Desk solution was how flexible it was," says van Driel. "We were easily able to configure it quickly, and it's able to connect into so many other parts of an IT infrastructure." For his customer, van Driel was able to provide a scalable service-desk solution that reduced the time required to perform some tasks by as much as 90 percent.

Solution components

Software
- IBM® SmartCloud® Control Desk
- IBM Endpoint Manager for Lifecycle Management
- IBM Endpoint Manager for Software Use Analysis

For more information

To learn more about IBM Cloud and Smarter Infrastructure, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:
ibm.com/software/tivoli