

Client



Shui On Group

Product



Changes to Asset Navigator Saves Time and Reduces Costs

The Shui On Group, founded in 1971 is a diversified group engaged in property development, construction and construction materials with interests in Hong Kong and the Mainland China. Shui On Land is the flagship property development company of the Shui On Group in the mainland with a proven track record in developing large-scale, mixed-use city-core development projects and integrated residential development projects. Its greatest achievement is Xintiandi, the new fashion landmark in Shanghai downtown.

Any business organization of the size like Shui On must have a solid IT infrastructure, and Shui On's Information Systems is clearly a major player. Shui On's Information Systems manage the formidable task of supporting a total of over 1500 users and more than 50 departments. Shui On's Information Systems runs an enterprise network on over 20 servers with about 1500 computers installed national-wide, and 500 of them exclusively for the Shanghai headquarter and the rest for the on-site staff all over the Great China.

From a centralized location, Shui On's Information Systems handles the entire administrative responsibility of managing all of these technical assets as well as providing 5x8 technical support to more than 1,000 on-site users on a dedicated Help Desk.

After NetCraft professional team has proposed to Shui On, the company made a crucial business decision to switch to Alloy Software' Asset Navigator Enterprise Business Pack after assessing the business need and to help manage this infrastructure even more effectively. Shui On purchased Alloy Software's Asset Navigator with audit licenses for 1800 nodes and 5 technician licenses. Alloy Navigator is Alloy's SQL-based solution for asset management, inventory tracking, and integrated User and Technician Web Help Desk. Shui On reports that the team had Asset Navigator up and running in a single day.

Asset Navigator's software licensing compliance and PC auditing features offer Shui On the most valuable benefits in terms of meeting its business needs. Another benefit Shui On gets, by using Alloy, is the instant availability of information detected from each PC's BIOS. A reason is because Shui On has many different brand of PCs in different configuration, the ability to quickly see purchase data has resulted in a significant cost savings. A third major benefit comes from Asset Navigator's User and Technician Help Desk modules, including the Knowledge Base.

In the few short weeks since deploying Asset Navigator, Shui On's Information Systems have already realized the benefits through this product. With an automated PC audit, Shui On has saved time and money. The company also enjoys the benefits from verifying software licensing compliance as well as facilitating faster resolutions to hardware and software problems. Most importantly, there is an increasing to the overall productivity, reducing the time of Help Desk calls and reducing the cost of the Help Desk. With the help of Netcraft's professional advises and appropriate solutions, Shui On has successfully lowered the overall cost of technology and it leads to a well planned future for Shun On's business in the Great China. Both Shui On and Netcraft have met the goal of managing the cost and time saving with Shun On's business. ■