



TECHNOLOGY DONE RIGHT



ZENworks

## CLIENT SUCCESS STORY

### Client Profile:

Global manufacturer of products controlling the efficiency, safety, and quality of water within residential areas; 3,000 users in North America, China and Europe

### Client Challenge:

- Widespread office locations on 3 continents led to disparate HW/SW versions & lifecycles
- Encryption requirement to comply with Massachusetts Data Privacy Regulations

### CIS ARCHITECTS ZENWORKS SOLUTION, CLIENT MIGRATES TO WINDOWS 7, ACHIEVES COMPLIANCE, AND SAVES \$500,000



Watts Water Technologies, Inc. is a global manufacturer of high-end water treatment products. With offices in North America, China, and Europe, Watts faced multiple challenges in administration of their more than 3,000 workstations. Endpoint management and standardization were priorities in the development of a new more efficient approach to IT operations. A requirement to encrypt laptops in order to comply with Massachusetts Data Privacy regulations added additional pressure and complication to the environment.

Ty Muscat, Director of Global IT Shared Services for Watts says that “We were maintaining desktops for an average of five to six years and there was a lot of manual work required to keep those systems running. Moreover, we were running many different versions of each application, which is simply not supportable—especially when leveraging an outsourced IT model. To meet the state’s data privacy regulations, we needed to encrypt our laptops, we knew that moving to Windows 7 would solve this challenge, but the migration would have cost hundreds of thousands of

dollars in consulting fees. That was never going to happen.”

Watts engaged with Computer Integrated Services (CIS) to architect a solution built around Novell ZENworks that would provide Watts with an automated process to reimage remote machines, manage inventory and patch across the remote environment, and provide endpoint protection through data encryption to comply with regulatory requirements.

CIS designed and implemented a ZENworks solution that immediately allowed Watts’ IT organization, including the outsourced support team, to centrally manage more than 1,500 workstations throughout 25 North American locations. The IT staff regularly provides application distribution, images, and patch distribution through the centralized management console

CIS developed a customized hardware independent Universal Based Image (UBI) for Windows 7 to minimize the requirements of the Windows 7 migration as well as future image maintenance needs. ZENworks was configured to allow CIS engineers to remotely reimage Watts’ ma-

chines throughout the world to the Windows 7 UBI while maintaining all of the end-user’s data and personal settings.

The ZENworks installation provided by CIS offers such standardization that Watts was able to move forward with its outsourced IT model, while drastically reducing the cost of doing so. The acceleration of application and patch distribution, as well as issue resolution, resulted in a savings of \$300,000 to \$500,000. An additional savings was realized through the use of ZENworks Asset Management’s (ZAM) software history data. Through careful analysis of usage information provided through ZAM, Watts was able to determine that they had been purchasing more software licenses than were required. According to Muscat, “The usage history in ZENworks Asset Management is pretty unique and very helpful when negotiating new software licenses. In fact, it recently helped us reduce our Microsoft Office licensing costs by 25-30 percent.”

Based on the success of this project, Watts is now extending this solution to their offices in Europe and China.

“Using ZENworks was the only way we could migrate to Windows 7... CIS played an integral role in the success of the project. They have the expertise to lead a large-scale project like this.”

“With ZENworks and CIS assistance I can have an intern do the same work I would otherwise had to pay a high-ticket consultant to do. We are able to deploy Windows 7, encrypt our laptops to meet Massachusetts data encryption requirements, and stay within budget.”

“We’ve been able to create a very scripted process to reimage machines from Windows XP to Windows 7. It’s so intuitive I could have anybody off the street walk in and handle it.”

Ty Muscat  
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