

RES Software enables major IT upgrade eliminating downtime and delivering costs savings to United Resource Systems.

### Overview

United Resource Systems (URS) maintains thousands of client relationships by providing outsourced account receivable and debt recovery management services. The company was founded in 1994 to service the retail and medical industry and has grown to include a 30,000 square-foot collections facility at its Lakewood, Colorado headquarters. URS' trained recovery agents, appeals and legal specialists extend its clients' operations through a completely transparent online system which helps increase revenue and customer satisfaction while reducing operational costs.

### Situation

In 2000, URS had been operating a PC-only environment on the Microsoft Windows NT network for more than 70 users. As president of URS, James McKee oversaw and IT staff of four who were responsible for managing and maintaining the full IT environment while ensuring that computers remained up-to-date and fully functional. One of URS' greatest challenges was keeping their systems up and running through necessary repairs and upgrades to ensure the business continuity that their clients had come to expect. Additionally, management of the company's desktops had become a difficult and time consuming task, so McKee also hoped to make a major IT upgrade from physical desktops to a thin client environment in order to better manage each user's system.

In order to balance the need for zero downtime while making repairs or upgrades and the desire for a thin client environment, McKee sought advice from The Illumen Group, an IT consulting firm

for small and medium-sized companies. A team of consultants from Illumen, including Network Engineer, Keith Poole, met with McKee to assess the situation, challenges and discuss a solution.

"We recommended the RES Software user workspace management solution when we heard the challenges URS was facing, and their goal to make such a large IT upgrade," said Poole. "We had worked with RES Software in the past and knew they were a great choice for centrally managing an IT environment, while ensuring user productivity during repairs or upgrades to the system. RES software makes employees more efficient by maintaining

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— James McKee, President of URS

productivity, so they are able to dedicate more of their time to revenue generating activities.”

"When RES Software was recommended as a possible solution to our IT environment challenges, we were excited by the robust, yet easy-to-use set of features it offered," said McKee. "RES Software gave us the ability to centrally manage the user experience throughout

our entire desktop environment.”

With RES Software, administrators are able to manage the environment with simple point and click administration through a user-friendly management interface. It simplifies the configuration of new applications and eases the addition/removal of new users, eliminating the need for scripting. It also provides users with a unified desktop, masking change from the user so that every time they log on, they have the same experience, no matter where they are logging on from.



By implementing RES Software, all future IT upgrades and changes to the computing environment will be made simple for URS. McKee also calculated that implementing and maintaining RES Software across the entire network would approximately equal the cost of only one full-time IT staff member. This allows for great savings of both time and money, while additionally reliably and flexibly helping him manage the whole system from a central location. McKee comments, "It was a relief to hear of a product that would solve our IT challenges and save us time and money while doing so — something we didn't even realize was possible. It made our decision to implement RES Software user workspace management simple."

### Solution

Migrating URS' PCs to terminal servers became the first step for Illumen Group. RES Software could then be installed to the server in order to manage the migration of users to thin clients. Access and security needed to be maintained during this migration with zero downtime in order for URS to continue serving their clients through their online system, and this was made possible through RES Software.

Training the team initially on RES Software proved to be very straightforward, and teaching new staff members required minimal time. "I am not technically savvy, but with its intuitive interface I am able to easily use RES Software to make updates or changes on my own," comments McKee.

Using RES Software, URS is able to roll



out changes to the entire network quickly and easily, eliminating downtime. The IT team is able to centrally change and assign access to applications, system drives and security profiles, saving considerable amounts of time and resources. RES Software automatically logs details of who made the changes to the system and when, making it easy for system administrators to audit application changes or upgrades.

“The software allows us to centrally manage licensing, group memberships, assign applications, grant access to system drives, and more,” says McKee. “RES Software is a perfect fit for URS. It enables our employees to maintain their user settings no matter which machine they login to, saving time and money on help desk support calls as well as enhancing productivity.”

URS has also implemented the RES Software automation agents on all systems to deliver changes to their desktop environment and automate provisioning of IT resources, all from a single console. The combination of RES Software workspace management and automation solutions make it simple for URS to ensure that as they continue to make upgrades to their desktop infrastructure, a framework is in place to manage these changes now and in the future.

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**Benefit**

RES Software has allowed URS to manage their entire user system significantly reducing the amount of time, money and personnel that were being allocated to network issues. They are now able to focus on their core business, knowing their systems are fast and reliable. Improvements in user experience have also been realized as users feel no impact as system-wide upgrades or changes are made. They are also able to login anywhere

and at any time with complete access to their personalized desktop and user-settings. From a management perspective, one of the most useful benefits has been seen when employees change their job roles within the company and need new group memberships and new application permissions configured for them, while they are removed from the old.

Additional benefits of RES Software workspace management for URS include:

- Management Ease  
With RES Software, URS has central control over the performance of all user workspaces, wherever they are in the network.

- Easy installation and configuration  
All the personalization, security and reliability rules are stored in a single database and managed from a central console.
- Consistency for users  
Personalization can be applied to application access and customization of a desktops look and feel and environment gives users their own personalized workspace where and when they need it, with their settings always available.
- Faster access  
Just-in-Time Personalization™ from RES Software delivers personalized workspaces to users with faster login times because users receive the necessary settings as an application is launched, not all at once during the logon process.

**Future Plans**

URS is currently operating on the Microsoft Windows Server 2003 system but is planning an update to Windows Server 2008. RES Software will enable this next desktop transformation for the company without end users feeling any impact or losing productivity.

Additionally, they are planning to upgrade to the latest version of RES Software within the next several months in order to utilize its added desktop transformation benefits.

“When something works, we continue using it, and RES Software delivers what they promise,” says McKee. “We also save a lot of money and see a great return on our investment with RES Software—how can you beat that?”

**About RES Software**

RES Software, the proven leader in dynamic desktop solutions, is driving a transformation in the way organizations manage, maintain and reduce the cost of their desktop infrastructure. The RES Software award-winning, patented products enable IT professionals to manage and deliver secure, personalized and compliant desktops independent of the underlying computing infrastructure – thin clients, virtual desktops, physical desktops, or server-based computing environments. The company empowers customers, from small to medium-sized businesses to global enterprises, to reduce desktop complexity and meet the essential needs of a dynamic workforce that requires on-demand access to their personalized workspaces. For more information, follow updates on Twitter @RESSoftware and visit [www.ressoftware.com](http://www.ressoftware.com).