

Company Profile

Tampa Bay Water (TBW) is a regional water authority based in western Florida and is responsible for providing wholesale water to six local governments' utilities serving almost 3 million US residents. The authority's IT Department has the challenging task of managing the company's extensive IT network which consists of some 500 PCs and servers spread across five locations.

The Business Challenge

When a local company was fined \$75,000 for using unlicensed software, TBW became extremely conscious of its own network's vulnerability with regards to IT compliance. According to Dave Detwiler, IT Manager, "We needed to know at all times what software was installed on our computers, but it simply wasn't feasible to have my five Systems guys continually checking PCs and laptops individually. We needed a solution that would allow us to continually monitor our network to ensure that we were license compliant without having to manually check each individual piece of equipment".

"We've always tried to diligently comply with our license obligations, but even with the best intentions that's becoming a more difficult and complex task, and for a Government agency like Tampa Bay Water it would be very embarrassing and probably career threatening if we ever found ourselves in that position. It's not something you want on your resume!" commented Dave Detwiler. Meanwhile, the IT Department was equally aware that a significant proportion of the software on TBW PCs were over licensed and wasting valuable financial resources. This compounded the authority's need to find a solution that would provide software usage metering as well as desktop and server auditing facilities.

The Solution

Following a thorough examination of contemporary IT monitoring solutions, TBW opted for iQNetScan, iQuate's comprehensive platform for network & desktop auditing, automated software standards enforcement and change management. In addition to providing IT staff with up-to-the-minute inventory information, iQNetScan automatically alerts IT personnel if unwanted software or files are installed on the network or individual desktops. Dave Detwiler was particularly impressed by iQNetScan's integration of key IT compliance tools with software usage functionality, enabling IT staff to assess how often applications were used and avoid purchasing redundant licenses thereafter.

The clientless nature of the application eliminated the need for IT engineers to install the software on each machine. This meant that TBW were able to deploy iQNetScan across its entire network in a matter of hours. As well as automating the various day-to-day tasks, IT staff could now gather inventories of each PC from a centralized point, reducing the time and complexity previously incurred in ensuring that TBW's systems were fully IT compliant.

The Benefits

By deploying iQNetScan across its network, TBW has been able to automate time consuming monitoring tasks and double the productivity of its IT engineers. Management believe that the application has been such an overwhelming success that the water authority has decided to increase its initial purchase of 250 licences to 500 licences since March 2006. "It is impossible to place a cost on the assurance of knowing that your network is consistently IT compliant, however we have been able to save thousands of dollars on technician hours alone" according to Dave Detwiler, "...so far, iQNetScan has exceeded our expectations and delivers the full scale of functionality we require in one comprehensive, easy to use and cost effective solution".

Tampa Bay Water uses iQNetScan to automatically monitor its 500 computer IT Network, integrating key IT compliance tools with software usage metering allowing management to redeploy IT engineers towards more value added tasks.

“ By deploying iQNetScan across the company network we were able to make more educated decisions when purchasing new, or replacing existing software.

This eliminated any potential for either under or over licensing which has obvious legal and financial benefits.

The pro active nature of iQNetScan meant that our IT personnel were notified immediately if any unwanted software was detected on our network or if mandatory software had been removed. ”

Dave Detwiler
IT Manager,
Tampa Bay Water.