



## Madrid City Council increases operating efficiency and reduces costs with Centennial Discovery®

### BUSINESS DRIVER

Growing need to manage increasing levels of hardware and software assets

### INDUSTRY SECTOR

Public Sector, Local Government

### NETWORK TYPE

Decentralised, 14,000 PCs across 780 Municipal Offices

### WHY DISCOVERY

Dynamic, flexible reporting and cost effective

### BUSINESS BENEFITS

Significantly reduce IT costs and gain a more accurate view of software and hardware assets, reduce speed of helpdesk calls

Three years ago, the increasing need to manage a fast growing collection of hardware and software assets led Madrid City Council to first adopt Centennial Discovery. Now, in 2005, the Council has expanded the use of Centennial Discovery by purchasing an extra 2000 licenses, and now aims to replicate existing cost savings across other Municipal Departments.

### Overview

With over 20,000 staff and nearly 14,000 PCs, Madrid City Council is responsible for delivering key services to some three million citizens. The council's IT needs are serviced by the central IAM Department (Computer Applications Madrid Council), who manage a vast array of hardware and software spread over no less than 780 buildings in the municipality.

### The Need

Even with an IT staff of 410, tracking the IT assets across Madrid city was like fighting a losing battle. Rapid expansion, diversification and a new breed of mobile computing made it increasingly difficult for staff to accurately assess how many assets the council had, where they were, how much they were costing and whether they were being used correctly.

This lack of visibility led the IAM department to decide a fresh approach was needed when it comes to the purchasing, upgrading, maintenance and management of computer equipment. An asset discovery and management solution would give Madrid City Council the intelligence it needed to fully understand IT operations.

### The Solution

Both the Production and Technology Departments were involved in the selection process of purchasing the network inventory solution. Several products were considered, including Assets Insight from Tangram Enterprise Solutions, Panda Invent and Altiris Inventory Solution. None however were considered to be as cost-effective or as versatile across different IT platforms as Centennial Discovery.

"When Centennial Software reseller, Micromouse, presented Discovery to us, it offered far more than the other products we looked at," explained Jaime Martin-Delgado, Production Manager, Madrid City Council. "Ease of deployment to the entire network was a major factor, as was the ability to physically identify a huge number of devices and the location of each on the network. Other advantages included minimal network bandwidth requirements, Web-based reporting and the possibility of auditing equipment through an IP connection."



*"With Centennial Discovery, we are able to audit the systems in order to maintain an updated inventory status. This is the intelligence we need to make the right decisions."*

## The Benefits

Madrid City Council has experienced short, medium and long-term benefits from its use of Centennial Discovery. Now the IT department can not only define where an asset is located, but can also determine where it was located previously as well as who is responsible for its maintenance, how much it costs, its current value and the return on investment it will produce over time. In the longer term, data collected by Centennial Discovery has given the council the visibility to see whether hardware purchases, software upgrades or maintenance of software licenses are actually required and justifiable.

Jaime Martin-Delgado states, "Given the speed at which technology is evolving, the council found itself needing to constantly upgrade computer equipment. Intelligent purchasing of these assets required a more efficient and planned process. For example, we did not want to buy equipment that would be difficult to integrate into our existing systems. This could prove to be a costly error.

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With organizations such as FAST and BSA at the forefront of highlighting illegal software use, it was imperative that Madrid City Council was fully licensed for all software installed on its system. Centennial Discovery enables the Council to know what software requires licensing revision and when. This allows the Council to dispel any unauthorized software use from its organization.

Centennial Discovery is also helping Madrid City Council identify any unwanted software and files on its PCs, so that computer use policies can be monitored and enforced. This function has increased software visibility for the IT department, allowing them to minimize misuse of the systems.

For the Helpdesk function at Madrid City Council to provide the best support possible for the Council's employees, it needs to know what software is installed on each user's PC and how that software is used. Quality information about each machine's inventory provided by Centennial Discovery significantly reduces the average time it takes to resolve a support call, resulting in a significant reduction in costs for the Helpdesk and increased user productivity.

Like many Public sector organizations, Madrid City Council is under pressure to produce increasingly accurate reporting on IT assets and their value. Centennial Discovery has helped the IT department to meet these challenges by providing powerful and flexible reporting and data management, including charts, dynamic tables, active reports and logs. "The financial savings achieved to date from the use of Centennial Discovery has been substantial," adds Jaime Martin-Delgado. "By using inventory management, we have eliminated the tedious and costly labor of periodic manual auditing, which does not provide dynamic and updated information on the reality of assets. Creating reports, tables and charts from physical inventory audits uses unnecessary human resource, so we should see a huge difference here.

"By increasing our operating efficiency, this product is indirectly benefiting the three million inhabitants of Madrid. Our experience with Centennial Discovery reseller, Micromouse, has been very positive and we are certainly happy to have the solution on board!" concludes Jaime Martin-Delgado.

## The Future

Back in 2002, Jaime Martin-Delgado was already prepared to recommend Centennial Discovery to other Municipal Corporations. "Now, three years later we can confirm that the expected savings and increased levels of efficiency have been fully realized" comments Delgado. It is now anticipated that Centennial Discovery will enable Madrid Council to achieve more cost savings in other Municipal Departments.



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