

Department of Defence

Secures effective asset management with Pinnacle

BACKGROUND

The Australian Department of Defence is made up of approximately 105,000 staff in military, Australian Public Service, reservist and contractor roles. Within the Department of Defence, the IT department (CIO Group) is responsible for delivering and managing the technology and communications to support staff, including Australian military operations and embassies across the globe.

This includes the management of technology assets including approximately 110,00 desktop workstations/PCs, 35,000 laptops and 8,500 servers.

Without a dedicated Configuration Management Database (CMDB), the Department of Defence relies heavily on Pinnacle for effective and efficient asset management.

CHALLENGE

Responsible for managing some 415,000 live assets, the Department of Defence required an asset management system that not only looked after financial asset management, but also the logistical and configuration aspects of managing its IT fleet.

According to Bob Coady, National Asset Manager for the Department of Defence, "We needed a truly dynamic system in order to effectively and efficiently satisfy the diverse needs of all of our departmental stakeholders."

"This includes our financial team, who need to know the cost of the equipment, where it is at any given time and when it is at end of life.

Security has to have access to information such as the nature of the equipment, what information is stored on it, whether it is adequately secured and what risk each unit holds. At the same time, those responsible for configuration need to be able to support machines throughout their lifecycles, which demands access to every technical aspect of each unit, while the logistics team focuses on details like whether the machine is under warranty, who pays for repairs and replacement costs."



Even with the Department's existing \$100 million asset management systems, it didn't have the capabilities to address its wide-ranging requirements. Plus, as the Department's asset management team continued to expand, it evolved from looking after one or two IT systems to taking responsibility for 95 per cent of the Defence IT fleet.

The Department of Defence clearly needed to implement a solution that could not only meet its existing requirements, but one that was flexible and scalable enough to keep up with a rapidly expanding fleet of assets.

SOLUTION

The Department of Defence made the decision to deploy Pinnacle Software Suite and Workflow Manager for recording and reporting on departmental asset movements.

As Bob recalled, "The Pinnacle team were instrumental in assisting us with the critical migration project based on bringing the entire fleet of IT assets across onto Pinnacle, 15,000 at a time."

Using Citrix for the deployment, the Department was impressed not only by the cost of Pinnacle's solution, which was significantly lower when compared to competing solutions, but the fact that after the implementation there was no period of adjustment.

"Whenever you implement a new software solution you expect a certain period of adjustment for troubleshooting and ironing out bugs, but following the rollout our Pinnacle software got on and did the job without any teething problems, which made everyone involved very happy," said Bob.

With Pinnacle Workflow Manager firmly in place, the Department was able to actively report on its asset movements in a 'big brother' style.

"We call our Pinnacle Workflow Manager software 'Big Brother', because it simply sits on the outside watching transactions going on in our asset world and reports back to a few central managers, in ways that are meaningful to them and which makes their jobs easier.

"Plus with 'Big Brother' watching, it makes it much easier to manage fraud control."

BENEFITS

Since the integration of Pinnacle into the Department of Defence, Bob and his team have realised a number of impressive benefits due to its ability to provide instant access to valuable data.

At a glance, it provides the Department with an accurate view of its financial situation, something which its larger, more expensive systems are unable to do.

“In five minutes we can create a report that tells us how many laptops were stolen in the last six months. When we need to prepare Parliamentary reports at extremely short notice, or respond instantly to finance requests, Pinnacle is invaluable,” said Bob.

When it comes to budget forecasting, Pinnacle also enables the Department to see what units are due to be replaced in the next six months, and with nearly half a million live assets to manage (and growing), this is proving to be beneficial for team productivity.

Similarly, when servicing units, maintenance crews can turn up to jobs with precisely the right spare parts as Pinnacle provides them with all the item’s technical details before they attend the service call.

“There are about 2,000 people globally looking after IT for Defence and all of them rely on Pinnacle to do their job. If they didn’t have access to the data and knowledge contained within Pinnacle, our effectiveness and efficiency would suffer,” commented Bob.

Importantly for the Department, Pinnacle has proven to be reliable and highly secure. Running on Defence-secured networks, Pinnacle delivers restricted access to the Department, as needed.

Compared with its more expensive systems, Pinnacle has been described as ‘bullet-proof’, with any system maintenance carried out with ease and at minimal cost.

“Pinnacle has proven to be exceptionally valuable for the Department, both from a functionality and cost perspective. It gives us everything we need at a very reasonable cost,” concluded Bob.