

EF&I Services Saves Time with SAManage



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George Abell,
Director of IT

BACKGROUND

EF&I Service Corporation is a premiere service provider to the telecommunication industry. For over 25 years, the company has been providing end-to-end services that include engineering, installation, and maintenance of telecom equipment nationwide. Its client list includes many of the major industry players such as AT&T, Comcast, Sprint/Nextel, and Verizon, to name a few.

CHALLENGES

With over 250 desktops, laptops, and other IT assets spread across multiple locations nationwide, ensuring that everything is up and running smoothly is not an easy task. George Abell, the company’s IT Manager, has his hands full keeping the inventory maintained and up-date, ensuring all the required resources are accessible, and solving user issues.

Doing it without the appropriate IT management tools was even a greater challenge.

“With the IT Asset Management system I used in the past, I could not enter my own information into the system. I had to send the software license information for each asset to the ITAM system vendor to update the information,” says Abell. “The information did not show up in the system until the next day at the earliest, so I never had a real-time view of the inventory. It was a cumbersome process that took valuable time away from my other tasks.”

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SOLUTION

Abell and EF&I wanted to stay with a SaaS solution for their IT Asset Management solution. “We figured Software-as-a-Service is a more efficient and cost-effective option for our company.”

After being introduced to the SAManage on-demand IT Asset Management service, Abell started the 30-day free trial offered by the company. “SAManage was really easy to learn and to start using,” says Abell. “I could immediately see that SAManage offered more capabilities than my previous ITAM service. Most importantly, it allows me to do my own input to the software.”

BENEFITS

Eliminating the need to wait for the information to be entered into the system, Abell can get reports including complete software license information in real-time. “With our previous service, it would take 24 hours to get an inventory report, while now the reports are instantaneous. The SAManage reports also provide more meaningful information,” says Abell.

“SAManage makes my job much easier,” notes Abell. “I expect it will be saving me as much as two days a week.” SAManage will help EF&I save money in more ways. “With better control over our software licenses, we can move licenses that are not in use to other locations where they can be utilized instead of buying new ones,” adds Abell.

Abell is now in the process of rolling SAManage throughout the organization. “Our overall experience with SAManage has been very positive, from the initial sales interaction to the material provided. On a scale of 1-10 I would give it a 9,” says Abell.

SAManage is a leading provider of secure, on-demand IT Management services that helps companies manage their PC and software assets, organize software licenses and IT contracts, and detect risks and license compliance gaps. Delivered as an on-demand service with no software or servers required, SAManage empowers companies of all sizes with capabilities that were previously available only to large companies. SAManage is easily deployed across multiple locations within minutes and provides visibility into complex IT infrastructures, making it easy to automate and simplify the daily tasks associated with establishing IT governance, control, and compliance. For more information visit www.samanage.com or call 1-888-250-8971.

