



> Customer Case Study

City of Colorado Springs



City of Colorado Springs Reflects Best Practices with Configuresoft's ECM

Colorado Springs, Colorado, is situated at the foot of Pikes Peak, with a population of 380,000 plus, and is home to the Olympic Training Center and US Air Force Academy. The City of Colorado Springs is rapidly distinguishing itself as a leader in the effective use of information technology to support and enhance its businesses and attract economic development. Guided by a five-year strategic plan, the City is improving citizen access, workplace productivity and service delivery by leveraging its use of information technology.

The City's IT effort reflects government at its best: providing good stewardship of tax revenues to improve service delivery, citizen access and more efficient operations through innovative technology.

FEATURED PRODUCTS



Enterprise Configuration Manager



Security Update Manager

Business Situation

Supporting the Organization without Traveling the City Streets.

The City of Colorado Springs needed a way to manage its servers. The City did not have a central view of their enterprise, nor could they easily assess for patch and asset management. The City has some 1,500 workstations and 140 servers supporting 2,400 employees at 40 locations. Employing staff to manually manage it was not an option. They needed to find a systems management solution to support them.

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Jon Saultz, Principal Systems Engineer for the City of Colorado Springs, Colorado

The City Maps it Out

The City of Colorado Springs found the support they were looking for with Configuresoft's Enterprise Configuration Manager (ECM). ECM plays a vital role in the organization's configuration, patch and asset management strategies.

"The key is knowing what you've got," said Jon Saultz, Principal Systems Engineer for the City of Colorado Springs. The City was originally using Enterprise Configuration Manager as a configuration repository. They collected detailed system data into a central repository and managed/manipulated it using the web portal. **"We already had Configuresoft running as a configuration repository,"** Saultz says. **"Then we added the patch management option, Security Update Manager (SUM), quickly and cost-effectively. What makes this platform so perfect for us is that the scanning and inventory pieces are all COM-based, which means we can scan even our older Windows 98 workstations."**

ECM centralizes and automates the tasks of monitoring, managing and auditing the hardware and software configurations of Windows-based systems deployed in large enterprise networks or Web server farms. The solution standardizes server and client configurations and can automatically enforce compliance with policies to prevent security vulnerabilities, minimize downtime and enhance system performance. Security Update Manager (SUM), an add-on module for ECM, automates security patch management by alerting administrators of new security bulletins issued by Microsoft, instantly assessing entire networks to detect vulnerabilities and deploying required patches to all the target machines with a single mouse click.



After experiencing great success with ECM for systems management of their servers, the City expanded the tool to include workstation management. Now they can easily assess, patch and manage their entire enterprise.

Award Winning City Uses Award Winning Software

The City of Colorado Springs has placed in the top 10 of municipal information technology operations, winning the "Digital Cities of America Award." The award is presented by The Center for Digital Government, a national research and advisory institute on information technology policies and best practices in state and local government. Using Configuresoft products, the City effectively manages some 900 workstations and 140 servers. ECM and SUM have allowed the City of Colorado Springs to reduce the manual labor of configuring its servers and workstations and ensuring patches are up-to-date.

With six people managing all of the City's machines, and two people managing 140 servers, this has provided a huge time and resources savings. Additionally, with security updates coming so fast nowadays, Configuresoft's SUM enables the City to know when to find them, test them, and then decide whether it's safe to deploy them.

Right now, 60% of the City's departments have deployed Configuresoft's tools. Saultz's goal is to get that number to 100%.

To learn more about the City of Colorado Springs visit the web at www.springsgov.com

About Configuresoft

Configuresoft is an innovator in systems management technology, serving eight of the world's 25 largest companies. Based in Colorado Springs, Colorado, the Company offers enterprise configuration, policy compliance and remediation products that span both operations and IT security. At a time in which organizations must maintain a continuous state of compliance throughout their infrastructure, Configuresoft ensures these environments conform to any desired or mandated state. **To contact Configuresoft, call 719.447.4600, visit us on the Web at www.configuresoft.com or write to info@configuresoft.com.**

