AIDA64

IT Asset Management & Remote Support Tool

CASE STUDY

ÉRD ÉS TÉRSÉGE WATER COMPANY

Interview conducted in June 2013

Water company case study

The Érd és Térsége Víziközmű Ltd. has been providing drinking water services to the municipalities in the neighborhood of west and south Budapest. In addition to supplying drinking water, the company operates wastewater networks and sewage treatment plants, while environmental protection is also part of its core business as, through regularly conducted laboratory testing, it helps protect natural water resources.

The company's computer network consists of about 100 PCs, which provide the technical background for the operation. As the PC fleet is fundamental to everyday work, the computers must always be in good health. "This is why we needed a software solution that enables us to follow the actual state of the hardware and software components of our PCs", said Gábor Hajdú, the head of the IT team at the water company.

Besides diagnosing the health of the computers, other problems to be solved included maintaining an inventory of the machines and monitoring network utilization. After a short test period, the IT department decided to purchase AIDA64 Business Edition as it has integrated support for all this functionality and its price-performance ratio is also remarkable.

Gábor Hajdú added that deployment was easy and problem-free from a central computer. Since then, AIDA64 has been performing the hardware and software audit of the whole PC fleet on a regular basis and in a completely automated manner, which made it possible for the IT team to switch from manual inventory to an automated solution. The application also supports the management of the generated reports: with its Change manager module they can quickly overview, sort out and track any changes in both hardware and software.
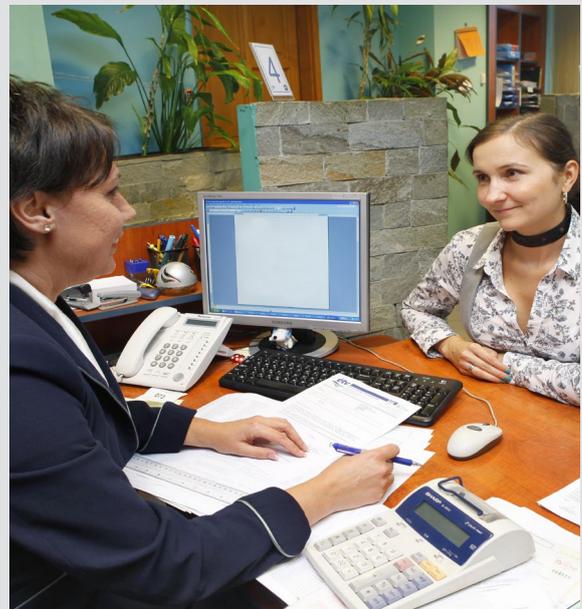
Upon logon, AIDA64 is launched on each client from a central storage. To run the software on Windows XP PCs, the technicians use a Control panel shortcut with customized command-line options, while on Windows 7 machines they needed to come up with a different solution. *"As this operating system version can connect to the network only about one minute after the user has logged in, on such PCs we have to use the Task Scheduler to launch the program with a one-minute delay"* – said Gábor Hajdú.

The reports generated by AIDA64 are extremely precise. Among other things, this is attributable to the fact that its hardware database, which has been growing for almost twenty years, is the most ample in the industry, containing more than 150,000 entries. AIDA64 can also provide more than 50 pages of information about installed software, including product keys or the state of virus signature files used by the installed anti-virus software.

The system administrator is very satisfied with the product, the remote functions of which are also used regularly. As he emphasized: *"With remote monitoring, we can track the usage of our internal network, while the remote control feature allows us to take full control of a colleague's machine with a single click. As a result, support and troubleshooting became both faster and higher quality."*

According to Mr. Hajdú, the application leaves nothing to be desired, it is a perfect tool for solving the tasks they had to face. He goes so far as to claim: *"AIDA64 Business Edition is the most practical application I have ever encountered."*