



## Customer Success Story

# TriFusion

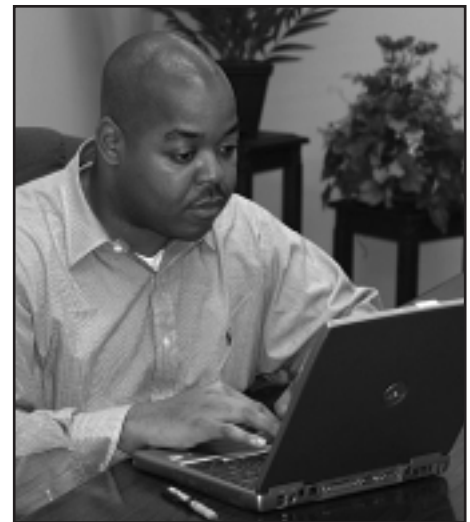
- ▶ This technology services firm projects savings of \$250,000 and triple-digit ROI in first year using ManageSoft® Refresh™ to streamline thousands of PC deployments



Recognized as one of the world's leading business advisory firms, KPMG relies on ManageSoft to help ensure the delivery of efficient and effective IT services to its mobile workforce, while significantly reducing the cost of software deployment.

### TriFusion

Focusing primarily on Fortune 1000 clients, Round Rock, Texas-based TriFusion is a full-service IT solutions provider that integrates, manages, and deploys IT assets. Among its many services, TriFusion specializes in helping enterprises refresh their fleets of personal computers through imaging and configuration services, as well as application loading and layering. Today, the company has an impressive range of customers in numerous industries, managing deployment of tens of thousands of computers each year. In particular, TriFusion works with a leading PC OEM to help that manufacturer deliver custom-loaded PCs to its customers.



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#### TriFusion's ManageSoft implementation:

- ▶ Reduced PC deployment times from 4-8 hours to just 40-90 minutes
  - ▶ Dropped deployment costs by more than 200%
  - ▶ Significantly reduced error rates, cutting down-time and returns.
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### The challenge for TriFusion

According to Corey Bell, chief executive of TriFusion, the combination of steadily increasing volume and greater complexity left the company at a crossroads. "Previously, we used manually intensive processes to build and deploy systems for our OEM partners and corporate customers," he said. "Packaging applications — even standard commercial ones — was a slow and cumbersome process. We didn't have a policy-based way to select and deploy applications and it was difficult — if not impossible — to handle custom-built applications. We'd often have multiple packages of the same application and could only deploy one package at a time. Bottom line: this was a labor-intensive, error-prone process."

"We knew we needed greater efficiency and lower costs," said Bell. "But we were also being driven to seek a new solution by our customers who wanted to see a faster, smarter process as well." In assessing its alternatives, TriFusion undertook a careful evaluation of solutions from four major vendors before selecting ManageSoft Refresh.

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***"I can confidently say that, in the first year alone, I believe we will save more than \$250,000 through the use of ManageSoft Refresh. And I'm certain that, through cost savings and new revenue opportunities that ManageSoft Refresh opens up for us, will achieve a triple-digit ROI."***

*- Corey Bell,  
Chief Executive,  
TriFusion*

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www.trifusion.com

“In the first year alone, I believe we will save more than **\$250,000** through the use of ManageSoft Refresh.”

Corey Bell  
Chief Executive  
TriFusion

### The ManageSoft solution

ManageSoft Refresh, the industry's first intelligent, zero-touch solution for refreshing, transforming, and migrating enterprise PCs, radically streamlines the hardware replacement and software upgrade cycle through structured, automated processes. ManageSoft Refresh enables IT professionals to ensure that users have the proper role-specific software installed and configured, and that each computer conforms to corporate standards for license and security compliance.

Backed by the ManageSoft Refresh solution, TriFusion has achieved dramatic improvements in its ability to offer higher-quality loading, staging, and deployment solutions to its OEM and corporate customers. Today, TriFusion relies on ManageSoft Refresh to:

- ▶ Transfer the “personality” (user settings, data, bookmarks, cookies, and other unique preferences) from the old PC to the new PC
- ▶ Apply custom policies to automatically select, package, and load appropriate commercial or custom-written applications for specific customers, user groups, departments, and roles
- ▶ Apply any required security patches or software updates.

### The TriFusion result



Corey Bell,  
Chief Executive,  
TriFusion

In our line of business, specifications can change very quickly on the fly. There is no such thing as a one-size-fits-all solution, and no other vendor matched the **flexibility and functionality** of ManageSoft Refresh. The development team was willing to work with us and together we have built a great working relationship. They helped us support our challenging environment with a powerful, sophisticated solution.

“ManageSoft Refresh had the features we wanted to automate our build, load, and deployment. For instance, we can select and install individual applications from a library — without building multiple ‘packages.’ That process step **cuts our labor costs tremendously**.”

“Projects that were previously labor-intensive now proceed at a much faster rate. Our asset velocity is up and our error rates are down significantly; thereby driving down our labor costs. We used to require a level-three technician for these tasks. Now we can use a level-one tech to do basic troubleshooting — that’s all that’s needed. ManageSoft is helping us drive down improve our cost-competitiveness, and achieve our true market potential.”

### Find out more

Find out how ManageSoft can solve your organization's software management challenges. Visit **www.managesoft.com** or telephone your nearest ManageSoft office today. Read other customer success stories and see live interviews at **www.managesoft.com/customers**.

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