

## Background

Explorer Pipeline is one of the nation's preeminent providers of fuel transportation.

Explorer operates a 1,400-mile pipeline system that transports gasoline, diesel fuel and jet fuel from the Gulf Coast to the Midwest. Explorer is based in Tulsa, Oklahoma, and serves cities as far as Houston, Dallas, Fort Worth, St. Louis and Chicago.

Through connections with other pipelines, Explorer serves more than 70 major population centers in 16 states. The company operates major tankage and terminals in six locations and has presently 32 pump stations located throughout the system.

Case Study | Explorer Pipeline

**Using Desktop Authority together with Active Administrator from ScriptLogic, IT administrators now proactively monitor users' desktops for problems or configuration errors, without leaving their head office. Plus the number of calls coming into the IT help desk has decreased by 10 percent, due in part to the remote management features within Desktop Authority.**

## The Challenge

Explorer's IT environment presents a unique challenge that affects support and troubleshooting processes. As is typical of large petroleum pipeline operators within the United States, Explorer's 180 employees are spread out. The company operates a corporate headquarters as well as regional offices to oversee local oil distribution. Each of these satellite offices employs seven or eight technicians. In addition, one or two employees are posted at various remote locations along the pipe. These employees must be able to move to different posts along the pipeline as the need arises.

Explorer's IT department is tasked with managing all 250 user desktop computers from a central location in Tulsa. Because it is not cost-effective to provide on-site computer support for all of Explorer's employees, due to the vast geography involved, Microsoft Systems Administrator Tim Vander Kooi was tasked with finding a solution allowing management and support of all corporate computers regardless of location. IT personnel's previous efforts at remotely managing these desktops failed, largely because of WAN connections between Explorer headquarters and remote offices and employee mobility.

## The Solution

The IT department realized that they would quickly exhaust their resources if they did not have a way to centrally control Explorer's network and users' desktops. After testing several desktop management tools, Vander Kooi selected and installed ScriptLogic's Desktop Authority to tackle centralized IT management.

Vander Kooi outlined specific examples of how Explorer's Desktop Authority installation has paid off.

"The IT department was using scripts and Group Policy Objects to manage desktop settings and connections to shared resources," said Vander Kooi. "This method was particularly unreliable since the IT staff has limited hand-written scripting experience and settings needed to be updated daily." Configuration of printers and application preferences relevant to the user's current working location was also a constant difficulty, since users moved from location to location using laptops or remote logins.

If an employee moved to a new location, or had a PC issue that could not be remedied over the phone, the only choices were to send someone on-site to the computer to update its settings or determine the issue or ship the system to Tulsa and have it out of service for a week or more.

Vander Kooi was committed to finding a tool to centralize the management of his company's desktops and also implement an effective remote control capability to dramatically improve the productivity of his staff, reduce their travel costs, and make the best use of their time and resources.

First, the remote management capability has dramatically improved the productivity of the IT department's help desk when troubleshooting, particularly with users still using the Windows 2000 operating system. Prior to deploying Desktop Authority, desktop support personnel would need to tediously walk through identifying and correcting an error on a user's computer with the user via telephone. In many instances errors were too difficult for a user to correct, in which case an administrator would need to physically visit the machine. Vander Kooi remarked that

with Desktop Authority's remote management functionality, the IT help desk now has real-time, on-screen access to all users' desktops regardless of location.

"The installation of Desktop Authority has saved the IT department costly trips to remote offices for troubleshooting and configuration issues," Vander Kooi said.

Second, Desktop Authority has automated printer setup and simplified the process of making desktop configuration changes, greatly easing the department's everyday IT administration of remote offices. Printer mapping is achieved when a user logon based on the settings applied in Desktop

Authority, eliminating the need to write scripts. Desktop Authority allows Vander Kooi to map a user's printers according to their location. For example, as a user logs on to the network at a port along the pipeline, the printer setting recognizes the logon IP address and sets the default printer as the one closest to where the user is sitting.

Third, unlike other desktop management products, Desktop Authority enables the administrator to proactively manage daily configuration challenges, combining logon scripting, group policies, user profiles and browser-based remote management into an intuitive point-and-click management console.

## The Benefits:

With the purchase of ScriptLogic's Desktop Authority, Vander Kooi centralized management of his company's desktops in a cost-effective manner. Desktop Authority saves the IT department time, lowers the overall total cost of ownership of the machines and increases administrators' productivity when addressing users' needs.

In fact, Vander Kooi states that the number of calls coming into the IT help desk decreased by 10 percent. This is in part due to the remote management

features within Desktop Authority. Using Desktop Authority together with Active Administrator from ScriptLogic, IT administrators now proactively monitor users' desktops for problems or configuration errors, without leaving Tulsa. More notably, because of remote access, the calls that do come into the help desk are answered 50 percent faster. Desktop Authority has completely eliminated the need for administrators to travel to remote locations to fix configuration problems, drastically reducing travel and expense.

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## About ScriptLogic

ScriptLogic Corporation is a worldwide leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. With more than

16,000 customer installations that include nearly 4 million desktops and 91,000 servers, ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

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Reach ScriptLogic at **561.886.2400** or on the web at **[www.scriptlogic.com](http://www.scriptlogic.com)**.