

## Background

The Pennine Acute Hospitals NHS Trust was established in April 2002 and manages hospitals in Bury, North Manchester, Oldham and Rochdale. Serving a population of approximately 800,000, the Trust is one of the largest non-teaching in the country.

The Trust was formed by the combining of 4 previous separate NHS Trusts. As part of the combination, Mr. Phil Barnett, Datacentre Systems Manager, was involved in amalgamating the IT infrastructure of the four trusts into one. He is responsible for 10,000 users within the NHS Trust.

**“The major benefit to me and my team is the whole desktop lifecycle management process is so quick and easy with ScriptLogic. I do not have to purchase lots of different software, ScriptLogic brings it altogether in one solution,”** says Mr. Phil Barnett, datacenter systems manager at Pennine Acute Hospitals NHS Trust.

## The Challenge: Providing a Safe, Secure and Controlled Windows Environment

Previously, Mr. Barnett’s Trust used Novell for managing their network of Windows desktops. When they moved to a pure Windows environment it was important that they were able to keep the same level of control over their desktops. Mr. Barnett specifically needed to be able to provide personalized desktops, email profiles and desktop icons to each user, based on a range of criteria. And to make the environment more easily supportable, he needed to gain central control over the appearance and settings on the Windows desktop, and take some control out of the hands of the user.

Another frequent cause of help desks calls was his users not being able to locate information because files had been deleted or moved on the Windows file servers. And in addition to those challenges, Mr. Barnett also had the added responsibility of migrating large amounts of data between file servers – often 400 to 500 gigabytes at a time – and he needed to know that the migration had completed successfully.

## The Solution: Desktop Authority 7.5, File System Auditor, Security Explorer and Secure Copy

Mr. Barnett initially chose Desktop Authority due to its comprehensive desktop personalization capabilities, remote management functions, and the ease with which he could provision a unique but secure and managed desktop for every user. Impressed by the robustness of Desktop Authority, and still needing to find a solution for his Windows file server woes, he then purchased Security Explorer and Secure Copy.

Secure Copy took care of his need to copy large amounts of data to off-site storage overnight, while keeping detailed logs of its activity and reporting to him in the morning that all occurred as planned.

Security Explorer gave him what he needed to effectively manage security on those file servers, and ensure that users could not access information they didn’t need to see, and that they couldn’t delete,

change or move files unless it was important to their job function.

But even with Security Explorer’s powerful permissions management in place, users still make mistakes and files go missing. In Mr. Barnett’s case there are 10,000 users, making it very hard to keep track of missing or deleted files... until he added File System Auditor to his suite of ScriptLogic solutions. “I save an enormous amount of time now with File System Auditor,” states Mr. Barnett, “When I receive a call from a user saying they have deleted or moved a file, I can immediately track where the file is and find the ‘culprit!’”

File System Auditor enables Mr. Barnett to keep a vigilant log of all file transactions and it has provided him with the ability to quickly resolve user issues with file deletions, reducing user down time and the effort required to investigate the incident by an administrator.

## The Benefits

“The major benefit to me and my team is the whole desktop lifecycle management process is so quick and easy with ScriptLogic. I do not have to purchase lots of different software, ScriptLogic brings it altogether in one solution,” says Mr. Barnett. He continues, “Frankly, if ScriptLogic solutions hadn’t been available to me, I would have never been able to migrate to a Windows platform and would have stayed on Novell!”

Having just been through a Microsoft Exchange Server migration, Mr. Barnett has again saved time by utilising Desktop Authority to automatically migrate the users’ Outlook profiles to connect to the new Exchange server. Desktop Authority’s centralized control made the transition to the new Server rapid, and ensured that users suffered minimal disruption.

## Next Steps

Mr. Barnett is keen to evaluate the software deployment capabilities of the 7.5 release of Desktop Authority 7.5, especially when used in conjunction with Desktop Authority MSI Studio. Together he expects these products to make management of desktop software applications simpler and faster.

---

## 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. More than

18,000 customers use ScriptLogic solutions to manage approximately 4.5 million desktops and 100,000 servers. ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida. Reach ScriptLogic at +44(0)1344 872220 or on the Web at [www.scriptlogic.com](http://www.scriptlogic.com).

---

Reach ScriptLogic at [+44\(0\)1344 872220](tel:+44(0)1344872220) or on the web at [www.scriptlogic.com](http://www.scriptlogic.com).