



Track-It! delivers multi-site auditing and support for Snap-on Tools

Gary Wiescher is the Senior Systems Administrator of Snap-on Tools in the UK, part of the global \$2billion hand and power tool company. Through the use of Track-It! from Intuit Information Technology Solutions he has resolved a number of unusual challenges in auditing and supporting a user community that includes franchisees, a disparate mobile sales team as well as traditional, office-based users.

One of the biggest challenges faced by Gary and his 4-strong team is the audit and management of an IT inventory which is geographically dispersed across the UK. To help with this role the organisation chose Track-It! from Intuit IT Solutions.

Recalling his preliminary searches for an asset management solution, Gary Wiescher says: "My choice of Track-It! was actually very easy to make."

"Up until that point we had used a very basic piece of software which had extremely limited functionality and it was clear that we needed a more robust solution. I began researching the market but stopped as soon as I'd found Track-It!. I'm not easily impressed, but Track-It! had everything I needed and included all the key features straight out of the box."

One of the specific areas Gary was keen to improve was the ability to audit laptops with different operating systems. "There are currently around 450 laptops across our IT estate and this figure continues to grow. As each is purchased, we potentially acquire more operating systems to audit, each time adding more complexities for asset management. This problem was resolved overnight with the use of Track-It!"

Gary and his IT support team look after two very different user communities. The organisation operates a network of van-based Dealers which comprises over 400 franchisees, all of which lease IT equipment from Snap-on. As the equipment is legally owned by Snap-on, the company carries the responsibility for ensuring correct licensing and maintenance.

"Good asset management practice and associated compliance issues are very high on our IT management agenda," explains Gary.

" We are currently in the process of acquiring our FAST certification and are currently at the Gold Stage; Track-It! has been a key part of our compliance strategy."

From its original use as a pure Asset Management solution, the use of Track-It! has now expanded to include Purchasing. "The move to automated purchasing was a great improvement," claims Gary. Previously, he had been using hardcopy purchase orders, and carbons. "With Track-It! the whole system quickly became much easier and more streamlined."

The next area of expansion was to bring the Help Desk function in line. The Help Desk team is split into two groups, each of which can handle up to 60 calls per day. One group provides support for the network and the other for the franchisee community which also needs support for any IT problems encountered.

Gary explains that the kind of support they need can vary significantly: "Naturally, some of these users are computer-literate and some are not, in fact, some are even afraid of their laptops!"

Gary's team of four also supports Snap-on Tools' Industrial sales team which targets large organisations.

Gary had deployed Track-It! to deal with network support issues and found the system to be excellent. His current plan is to integrate both support teams in their use of Track-It! so that all calls are logged through Intuit IT Solution's software.

Gary recognises that there have been many benefits to using Track-It! and he feels as confident in the product today as he did when he originally selected it.

" From an asset management point of view we've derived significant cost savings through using Track-It!. And as a team we're faster, more efficient and offer better service to our users."



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