

Hendrick Automotive Group Microsoft SCCM

Company Profile

- Second largest private automotive mega-dealer in the U.S.
- Offers premier quality to customers as well as the manufacturers they represent
- 60 franchises spanning 11 states, the company averages over 100,000 retail vehicle sales and 1,000,000 repair orders annually

The Challenge

From 2001 to 2008, Hendrick Automotive Group's desktop computer usage across all dealerships grew almost 1500%. However, the company's IT resources increased by only 33%. With multiple systems, aging hardware and critical software upgrades, Hendrick Automotive Group was in need of a cohesive enterprise solution to facilitate system and asset management, distribution, installation and reporting companywide.

Hendrick Automotive Group entered into an enterprise agreement with Microsoft to implement System Center Configuration Manager (SCCM). However, Microsoft needed a partner they could stand behind to successfully plan and deploy SCCM within a condensed timeframe.

The Solution

iVision and Microsoft SCCM: Microsoft turned to iVision to lead Hendrick Automotive Group's SCCM initiative. iVision consultants worked closely with the IT organization to:

- Create an installation plan for Hendrick's SCCM technology
- Train staff for long term systems management and support needs
- Package and deploy core applications throughout the company
- Design a centrally managed solution and custom-created reports

The Value

Hendrick Automotive Group now boasts a fully deployed SCCM platform. Additionally, simplified desktop patching and easy installation of critical client application upgrades allow for an improved IT process moving forward.

The company has seen immediate value in inventory management, custom asset reports, and software distribution. Hendrick Automotive Group highlights iVision's consulting assistance as decisive in harvesting SCCM's full potential while allowing the company to maintain operations throughout the process.

About iVision

iVision is a technology management consulting and managed services company that can partner with you to establish a thought-leading, sustainable and cost-conscious IT environment for your business.

Hendrick Automotive Group aligned their enterprise asset management, distribution, installation and reporting capabilities with iVision planning and deployment services.

Business Case Summary

First Look

- Second largest private auto mega-dealer
- 2 failed enterprise deployments
- Microsoft enterprise agreement

The iVision Solution

- Installation plan
- Staff training
- Application packaging and deployment
- Custom reports

Look Forward

- Fully deployed SCCM platform
- Simplified desktop patching
- Easy client application upgrade
- Enhanced IT process
- Improved end user experience