



## Voice of the Customer Report

Discussion with Tony Asaro

Customer



Vendor



Product  
SURVEYOR

December 2009



## The INI Group Voice of the Customer Reports

IT professionals find real value in the experiences of other customers in order to help inform their buying decisions. The Voice of the Customer (VoC) program is designed to provide insightful information for IT professionals to understand different products and services. The INI Group is a consulting firm with expertise in data storage, disaster recovery, data management, security and virtualization and we work closely with our customers to provide the VoC service.

### Background

Tony Asaro of the INI Group interviewed Mike Attewell, enterprise services manager. This is how Mike describes his role:

“I’m the Enterprise Services Manager and I’m responsible for enterprise applications at the hub sites in South Eastern Wisconsin.”

The following is an overview of M&I Bank’s IT environment:

- National banking firm headquartered in Milwaukee, Wisconsin
- 10,000 employees
- 12,300 desktop and laptop seats
- 1,300 servers

**Tony Asaro:** Mike, could you please give us a background of your company?

**Mike Attewell:** M&I Bank is located in Milwaukee, Wisconsin. That's where the corporate headquarters are. We have about 10,000 employees and about 12,300 desktop and laptop seats. We have about 1,300 servers in that range mostly Windows servers. We're located across the country so we have locations in Arizona, Florida, Kansas City, Minnesota, St. Louis and of course Wisconsin. So we have a pretty good swath of coverage relative to where we're located.

**Tony Asaro:** What's your role with the company, Mike?

**Mike Attewell:** I'm the Enterprise Services Manager and I'm responsible for enterprise applications at the hub sites in South Eastern Wisconsin.

**Tony Asaro:** Why did you guys decide to implement Verdiem Surveyor?

**Mike Attewell:** Primarily, we had a vendor come in and they did a demo of Verdiem and really what drove us to get it done was quick ROI. It made complete sense. We were looking at probably a six to eight month payback and given the tight economic times especially in the banking industry, that kind of payback; it was a no-brainer really.

**Tony Asaro:** How did you discover Verdiem? Was there an internal initiative within to say, "Hey, we really need to get our carbon emissions down"?

**Mike Attewell:** There wasn't a formal initiative for Verdiem or power management. We knew that we were leaving PCs on overnight for compliance reasons so that they got patches and virus scans and things of that nature and so we knew there was a bit of a gap there but we really didn't know how much of a gap until we had a vendor come in and just do a demo on it. We did a quick pilot and the results of that pilot really opened our eyes relative to the savings that were there.

**Tony Asaro:** Great - that leads right into my next question, Mike. Share with us the process you went through in deciding on implementing Verdiem Surveyor. You guys said that you went through a pilot - maybe you can go through the different stages of what you went through at that point.

**Mike Attewell:** Initially, our first pilot was kind of pretty bare-bones. What we did was we took a representative sample of what was in our environment so we took a hub site. We took a couple of branches across the corporation and we use that as a microcosm for M&I environment as a whole. We ran the Surveyor tool in our environment for probably four to six weeks. And then Verdiem went back and analyzed the data for us based upon a couple of different cost saving scenarios and presented that back to us.

**Tony Asaro:** Very good. And did you decide to look at any other solutions besides Verdiem?

**Mike Attewell:** You know we really didn't. It was a very compelling story out of the chute. It really kind of aligned really well with some of the other applications that we were using and we were able to leverage those applications to distribute it in an agile way and get it done pretty quickly.

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**Tony Asaro:** Now that you have Verdiem Surveyor in there for some time, how is it approved the overall economic effectiveness within your IT operations?

**Mike Attewell:** We're probably saving \$18,000 - \$19,000 a month in energy savings alone. That's just on the desktop and laptop space.

**Tony Asaro:** And have you looked at that in terms of what kind of percentage of savings that's been for you guys?

**Mike Attewell:** Not really, it's all been pretty much hard dollar savings and that kind of tells the story right there.

**Tony Asaro:** Yeah, forget about percentages - those are pretty substantial numbers.

**Mike Attewell:** Absolutely.

**Tony Asaro:** And how many PCs is it running on right now?

**Mike Attewell:** We have it running in our entire environment - so 12,000 machines. We actually found out that we are a bit underutilized and we bought 500 additional licenses very recently to squeeze more savings out of the tool.

**Tony Asaro:** How long did it take you to roll that many out?

**Mike Attewell:** I would say we started, identified it in the January/February time frame and we were done by August. Now keep in mind that you know the first several months were pilot and really tweaking the policies so that we were able to still manage the compliance components, our patch management, our virus scans and things like that, took those into consideration and all those tweaks took a little bit at the time but it was probably I would say four to six months, all total.

**Tony Asaro:** And were you guys able to get any incentives from the power company?

**Mike Attewell:** Yeah, we did. We worked through Focus on Energy. We just received a rebate check probably three to four weeks ago from Focus on Energy. The check was \$80,000. We worked quite a bit with Focus on Energy to give them our numbers. Verdiem was helpful to deliver those numbers and we saw the results in the check last month.

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**Tony Asaro:** We talked about the economic effectiveness of Verdiem. What other values do you see that Verdiem Surveyor has given you outside of the direct economic impact?

**Mike Attewell:** Well, I think reputationally, it's been a big boon especially among our employees. I'm a member of the MiPlanet committee. It's the environmental green committee at M&I. We were doing the MiPlanet piece simultaneous to Verdiem so it was fortuitous. One of the things we did was we solicited feedback from our employees and asked them for recommendations on things we could do to save energy. One of the top recommendations from the employees was why aren't we turning our machines off at night? Why aren't we turning our monitors off at night? And so we were able to respond to that and say, hey you know what, we're thinking about this and we're going to be rolling this out pretty soon so that we were able to respond and let the employees know that we were thinking about it.

**Tony Asaro:** That's a great thing because not only were you able to impact the environment but you also got your employees feeling like they were invested in this solution that you ultimately implemented.

**Mike Attewell:** Absolutely. Again, there was a lot of feedback from employees. Just the age group that we have the demographics at M&I, it spanned the spectrum but we do have a much younger Generation X and Generation Ys coming in and they clearly are concerned about the environment and I think that positioned us well to appeal to that segment of our employees.

**Tony Asaro:** You also mentioned something about your maintenance windows, as well. Has Verdiem helped you with that in terms of maintaining your PCs?

**Mike Attewell:** Yes, it has helped us. We do have a window during the evenings where we have to patch our machines. We have to make sure that we scan them for viruses and things of that nature and one of the things that we've been able to leverage Verdiem for is a reboot of those machines which is something that we've been struggling with for some time because in order to apply a patch, you need to reboot the machine and we've used some tools built into Verdiem to allow us to do that.

**Tony Asaro:** That's excellent. Can you give us any insights now that you've implemented Verdiem Surveyor throughout your entire organization that would be useful for other IT professionals considering this solution?

**Mike Attewell:** If I want to talk about lessons learned, in the front end in the pilot portion of it, spend a little bit more time on that end and that will make the rollout in general much easier. It's a solution that in many ways sells itself. It was really one of those moments that are at least rare in my career where I didn't have to really push senior management because the facts and the figures, we led with those, and they spoke for themselves.

**Tony Asaro:** PCs and the data center are areas where IT can implement power management. Why was PC power management a priority for you?

**Mike Attewell:** In many ways it was easier than the data center themselves so the data center; it's a little more complicated because of servers and we're certainly leveraging virtualization there but this was really easy because we have deployment tools in place at M&I today and we are able to use those deployment tools to quickly deploy the Verdiem tool. That really made it much easier to get it done.

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**Tony Asaro:** What are the next steps with Verdiem?

**Mike Attewell:** I think right now we're in somewhat of a maintenance mode. We are looking for ways to squeeze more out of the tool and draw down our processor utilization numbers, those thresholds where Verdiem kicks in and really just kind of tweaking and maintaining the tool. One of the things that has been very pleasantly surprising about Verdiem is it really hasn't taken whole lot of administrative overhead. I'd say less than a quarter of an FTE to manage ongoing so that's been pleasantly surprising and that individual today works to squeeze more out of the tool and more savings out of the tool.

**Tony Asaro:** Ok, great, so more on the optimization side of things.

**Mike Attewell:** Yep, yep absolutely.

**Tony Asaro:** Mike, just finally would you recommend Verdiem Surveyor to other IT professionals and can you give us reasons why?

**Mike Attewell:** I absolutely would for a couple reasons. One, the argument to do it is so easily made and Verdiem really helped us make that argument in their presentation. They presented the data in such a way that it appealed to a broad audience so you get the financial bonus of the tool plus you got the reputational benefits as well - so I think that that was a big lesson learned and a big benefit to the tool.

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