"With Computrace, I can identify and locate our entire computer fleet in a matter of minutes, without leaving the office... [Computrace] has really helped us to get a handle on our inventory, and definitely saves a lot of time."

Robert Umenhofer
Desktop Support Team Lead
Suffolk Construction

Tracking, Managing and Securing Worksite Computers

Suffolk Construction uses Computrace to maximize their computing investment

Summary

To best manage its multiple work sites, Suffolk provides its employees with mobile computers. As these computers are largely used remotely, the company required a high-tech tool to accurately inventory and manage an off-the-network fleet that is in-the-field with employees. Additionally, Suffolk sought a reliable computer theft recovery solution, as notebook theft proved a costly occurrence.

Suffolk selected Computrace® by Absolute® Software – a computer theft recovery, data protection, and IT asset management solution – to manage and secure its computer fleet. Computrace has since streamlined the company's inventory process, and minimized the high costs of computer theft. Robert Umenhofer, Suffolk's Desktop Support Team Lead, considers an investment in Computrace as a "no brainer."

Saving Time and Increasing Efficiency

Although Suffolk's traditional IT asset management system monitors those computers connected to the company LAN, a number of notebooks are used onsite and remotely. Thus, the company relies on Computrace to keep track of machines that are off the network. Umenhofer states that Computrace is a "tremendous aid" when keeping tabs on remote computers and estimates that the product provides "a nearly 100% accurate picture of where our computers are located and who is using them."

Because Computrace tracks location and asset information for every computer with an internet connection, Umenhofer can easily pinpoint any computer, regardless of where it is located. He explains that IT efficiency has increased as a result, as there is no longer the need to visit individual jobsites to track down a given machine. "With Computrace, I can identify and locate our entire computer fleet in a matter of minutes, without leaving the office."

He adds that many computers previously identified as 'missing' by the traditional management system have since been easily located via Computrace. "It has really helped us to get a handle on our inventory, and definitely saves a lot of time."

Reducing the Impact of Computer Theft

Many of Suffolk's computers are housed in onsite trailers; a few of which have been the target of computer theft. Although the computers are physically secured by locks, Umenhofer notes that lock cords can be easily cut or forcefully removed. Computrace theft recovery tools have proven useful when these locks fail to deter thieves.

To date, the Absolute Theft Recovery Team has successfully recovered nine of the company's stolen computers, and paid out a $1,000 Service Guarantee* for the few that they were unable to recover within the applicable Guaranteed Service Period. Umenhofer explains that,

Absolute®
COMPUTRACE

PROFILE

Since its foundation in 1982, Suffolk Construction has become one of the most successful, privately-held building contractors in the U.S. The company's unprecedented success is a result of passionate and highly-skilled employees, consistently superior performance and exemplary customer service.

IT ENVIRONMENT

800 laptops; 600 used remotely

CHALLENGES

- Managing and securing computers that are off the network and in the field
- Physically tracking and locating a dispersed fleet; time consuming and often unsuccessful
- Worksites a target of theft; computers stolen despite locks and cables

SOLUTION

Computrace Complete by Absolute Software

OUTCOME

- IT can identify where computers are located and who is using them with nearly 100% accuracy
- Entire computer fleet can be located within a matter of minutes, without leaving head office
- Computers previously considered 'missing' have been located and recovered
- 9 stolen computers successfully recovered via the Absolute Theft Recovery Team

"In today's economy, the ability to recover machines and minimize replacements costs is imperative. Computrace helps me do that."

"You can't really compare the nominal investment to implement Computrace with the high costs of replacing stolen notebooks. Computer theft represents a tremendous loss, and Computrace has allowed us to avoid much of the associated costs," Umenhofer explains. "Financially speaking, both the recovery capabilities and Service Guarantee provide peace-of-mind – with Computrace, you know that you will get the most out of your computer investment."

Investing in Computrace is a "No Brainer"

Umenhofer summarizes his experience with Computrace: "Computrace has proven to be a fantastic product. The service provided by the Absolute team has been outstanding, and the product's capabilities are tremendous. When you think of the low cost of implementing Computrace relative to the tools and service you receive, installing Computrace really is a no brainer for me; or for any business, for that matter."

About Absolute Computrace

Absolute Computrace by Absolute Software allows organizations to centrally track and secure their IT assets within a single cloud-based console – the Absolute Customer Center. They can easily identify computers and ultra-portable devices that have gone missing, enforce software policies, and maintain a fleet of optimally running devices. Most importantly, they can remotely invoke preemptive or reactive security measures to safeguard each device and the data it contains.

About Absolute Software

Absolute Software is the global leader in firmware-embedded persistent endpoint security and management solutions.

We provide organizations with comprehensive visibility and control over all of their endpoints – regardless of user or location. Our customers are able to optimize productivity, reduce operating costs, prove compliance, and remotely secure all of their devices and the corporate data they contain.