American Automobile Club (Kentucky)

The American Automobile Association (AAA) is a federation of 98 motor clubs providing its more than 40 million members in the United States and Canada with a full line of travel, financial and automotive-related services.

THE CHALLENGE

The Kentucky arm of the AAA maintains a large call center and nine remote offices throughout the state.

Serving customers quickly and efficiently is key to AAA's success, and any equipment failure causes costly delays in diagnosis and repair as well as user downtime. AAA Kentucky faced problems associated with its existing desktop PC environment, including users dislodging cables from CPUs, installing unauthorized software on PCs, and introducing viruses through local and Internet access. To complicate matters, users were unable to recognize or diagnose problems with their PCs. This required AAA Kentucky IS personnel to travel to remote locations-as far as 250 miles away-to diagnose problems at the user's desktop.

AAA Kentucky realized the need to increase security, improve asset management, and reduce costs associated with maintaining its PC network, but it also needed a cost effective and efficient system to do so. "There are a lot of very expensive methods to monitor and correct these problems that are not economically feasible," said John Ferguson, Director, Information Services.

CLEARCUBE TO THE RESCUE

AAA Kentucky replaced its traditional PCs with ClearCube's managed desktop solution. ClearCube takes traditional computing components and transforms them into a highly dense, rack-mounted blade computer. ClearCube's innovative system simplifies IT management by centralizing desktop computing assets while delivering full PC functionality to end users.

"Removing the user's access to the CPU and local drives allows for better security and asset management," commented Ferguson. "It also allows us to update software releases from a central location."

The centralized management lets AAA Kentucky's IS team monitor equipment and it eliminates trips to the user location. And because it removes the CPU from the desktop, ClearCube enables AAA Kentucky to dramatically decrease interruptions due to unauthorized software installation, loose cables, or introduced viruses.

LOWER COST OF OWNERSHIP-NOW AND DOWN THE ROAD

ClearCube's centralized hardware platform, software management solutions, and support services increase productivity throughout the entire desktop and network management process. The simplified implementation and upkeep, increased security, and high availability of the ClearCube solution substantially reduce IT budget requirements and directly impact AAA Kentucky's mission.

"The numbers tell the whole story. Installing and implementing ClearCube's blade computers throughout our operations means we can more easily manage our assets and IT investments while increasing productivity and reducing costs. We know we've made the right choice with ClearCube."

John Ferguson
Director, IS

Key Benefits:

- *Superior manageability, security, reliability, and space savings*
- *Significantly reduced IT budget requirements and system downtime*
- *Unprecedented control over central and remote computing and network assets*

"It (ClearCube) allows us to diagnose problems, make upgrades, or replace the user's entire system from a central location, without traveling."

John Ferguson
Director, IS