

A Healthier Solution to Microsoft System Center R3

By Alex Berkov on 02/16/2012



Yesterday I met with a large healthcare customer of ours. They started working with Verdiem's IT power management solution many years ago when we were still based in Portland and helped drive some of the enterprise functionality into Surveyor. One thing I learned during this visit was that Verdiem's Surveyor is the only non-Microsoft agent they have installed on their desktops. Yes you read that correctly. They switched to Microsoft System Center Configuration Manager (SCCM), from Altiris, a few years ago and made a holistic decision to use only Microsoft products, this includes anti-virus. So I asked, "why not use SCCM R3 for power management?" Their response was that it doesn't fit the bill in an enterprise environment. They had already tried.

So while people believe that SCCM R3 may be "good enough" in a Microsoft only environment, it was not. The choice was either to exclude the majority of machines, already successfully power managed by Surveyor, or spend an inordinate amount of time setting up collections to micro-manage power settings. The client infrastructure manager turned to me and asked if I understood what this says about Surveyor. I do and so should everyone else at Verdiem. They also mentioned that our Wake-on-WAN is the best implementation they have ever used. It just works with zero setup and administration. As everyone at Verdiem knows, our product just works and we have little to no reason to continuously interact with our customers once things are up and running. This is both a blessing and curse. As a lean, rapid development organization, sometimes we have to make deliberate efforts to continue our engagement with our customers, and maintain that relationship. We feel it's very important, even if our customers don't.

As a side note, this healthcare organization also takes care of me when I'm sick and I have never heard any complaints from my doctor about our software (yes, I've asked). That says something about the transparency of Surveyor in a complex vertical where disruption of a PC could impact patient care.

Oh, one other thing I learned. In a healthcare environment the item that is responsible for spreading the most germs? A pen. Which is why they have moved to eliminate as many as possible in clinical environments thru technology. So next time you see a doctor or nurse carrying a tablet or iPad you'll be less likely to get sick.

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