



## GREATER PRODUCTIVITY WITH 100% BETTER SOFTWARE



Industry

Engineering & Research

Country

Austria

One thing all successful organisations do is focus on customer service. KNAPP, which is headquartered in Austria, is a great example of a firm that does just that. It automates warehouses through robotics, increasing flexibility and mobility. Solutions are tailored to clients' requirements and KNAPP is always looking at ways to improve the customer experience.

The company identified mobile working as key to how it interacts with customers. Alexander Graf, client administrator at KNAPP, explains why. "It made no sense for designers to be working with high-powered workstations at their desks and then making presentations at client sites with tablet devices. We wanted them to have the same kind of capabilities on the move and on-site as in the office."

Besides improving mobility, KNAPP aimed to boost the performance and manageability of software, such as AutoCAD, Vectorworks and PTC Creo. It wanted its designers to get the best out of their applications without wasting hours manually figuring out how to maximise performance.

Centralising administration would enable updates to be rolled out in one go. But KNAPP wanted to take it a step further and entirely automate the management of the software so that applications were fine-tuned to deliver optimum performance day in and day out. In addition, KNAPP sought to proactively address system resource bottlenecks to give designers the right resources for the most challenging tasks.

KNAPP turned to Dell, its long-standing IT solution provider, to support its goals. The design department, which is located at KNAPP headquarters, runs around 500 Dell Precision workstations, and another 400 workstations are deployed across KNAPP subsidiaries. That's 900 workstations out of a client estate of more than 3,000, the majority of which are Dell solutions.



## Products

### Hardware

[Dell Precision 15 7000 Series mobile workstations](#)

### Software

[Dell Precision Optimizer](#)

## Technology challenge

To enhance services to customers through improved mobile working and greater software performance on design workstations.

## Solution

KNAPP rolled out Dell Precision 15 7000 Series mobile workstations to design teams and installed the Dell Precision Optimizer tool to maximise performance.



## A superior solution

KNAPP began using Dell Precision Optimizer to maximise the performance of its workstations. It installs updates immediately after they become available and provides detailed analytics to address resource bottlenecks. In addition, Dell Precision Optimizer offers performance optimisation tailored to specific software pre-configured by Dell. For KNAPP, it recognises if a machine is working with AutoCAD or PTC Creo and dynamically changes the workstation settings to give the best performance. IT personnel can apply the Dell Precision Optimizer policies using tools such as Microsoft System Center Configuration Manager (SCCM) to remote workstations, as well as apply updates and track workstation analytics.

## The right mobile workstation for the job

To mobilise its design teams, stakeholders at KNAPP selected the Dell Precision. The workstation comes with a 4K ultra high definition display, as well as sixth-generation Intel® Core™ processor and Intel® Xeon® processor options. For graphics, customers gain professional-grade AMD or NVIDIA cards with up to 4 gigabytes of memory.

Graf says, “When we looked at other mobile workstations, we thought they were heavy and bulky. The Dell Precision 15 7000 Series mobile workstation, however, was much thinner than those machines. It had the right specifications and price point to meet our requirements.” The company is now rolling out 50–100 of the mobile workstations at a time as it replaces its existing Dell Precision desktops.

## Greater service through increased productivity

KNAPP is enhancing customer service because its designers are more productive. Today, they can work more effectively on the move. Indeed, rates of satisfaction among clients has increased. In addition, the utilisation analytics provided by the Dell Precision Optimizer has enabled IT staff to assess and address resource bottlenecks.

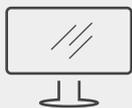
## 20 per cent increase in workstation performance

Since adopting the Dell Precision Optimizer, KNAPP has boosted the performance of all its workstations, including the older desktop versions, by as much as 20 per cent. IT personnel are more productive now that workstation administration is largely automated through Dell Precision Optimizer. This has increased the general efficiency per device by 5–10 per cent, and in some cases significantly more.

## 100 per cent improvement in software

The company has also seen a significant software performance increase with the Dell Precision Optimizer. The Optimizer selects the application profile that best meets the needs of individual designers. As a result, the performance of key software such as PTC Creo has improved by 100 per cent. Central management of Dell Precision Optimizer through Microsoft SCCM has enabled IT personnel to remotely optimize workstations, ensuring that engineers and designers get the best performing workstations for their demanding projects.

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