



***“Starwood uses the Power Management functionality of Desktop Authority. These settings saved us an impressive \$350,000 a year in North America – more than doubling our ROI!”***

— Michael Van Lare,  
Manager of Property IT, Infrastructure and Support Systems for Starwood Hotels & Resorts Worldwide, Inc.

## SOLUTION

Desktop Authority

## INDUSTRY

Hospitality

## CRITICAL NEEDS

- Universal Desktop Configuration
- Management Delegating
- Power Management
- Tangible ROI

## RESULTS

- Effortless distribution of global settings
- Location-specific configuration
- \$350,000 annual energy cost savings

## Starwood uses Desktop Authority® to Manage 14,000 Desktops

### OVERVIEW

Starwood Hotels & Resorts Worldwide, Inc. is one of the leading hotel and leisure companies in the world with 1000 properties in nearly 100 countries and 145,000 employees at its owned and managed properties. Starwood Hotels is a fully integrated owner, operator and franchisor of hotels, resorts and residences with the following internationally renowned brands: St. Regis®, The Luxury Collection®, W®, Westin®, Le Méridien®, Sheraton®, Four Points® by Sheraton, and the recently launched Aloft®, and Element SM. Starwood Hotels also owns Starwood Vacation Ownership, Inc., one of the premier developers and operators of high quality vacation interval ownership resorts.

### THE CHALLENGE

The corporate IT department for Starwood Hotels, responsible for managing IT at all North American properties, is centrally located with some additional IT support at each property. The team faces the daunting task of managing 14,000 desktops across North America and pushing universal desktop settings to all PCs while also enabling customized settings based on property location. While some aspect of desktop configuration can be completed using Group Policy Objects (GPO), Starwood’s corporate IT department does not permit the use of GPO.

In addition to this IT management challenge, over the past few years Starwood has embraced its responsibility for environmental stewardship and is committed to integrating leading environmental practices and sustainability principles into their core business strategy. From products used in its hotels to its energy policies, Starwood is making an effort to actively reduce its environmental impact. This initiative trickled down to the IT department, as they were also charged with adopting environmentally-friendly practices, adding another project to their already crowded plates.

### THE SOLUTION

With the right management tools in place, distributing global settings to all desktops and delegating management authority among regional IT pros for local customization, overall IT management was effortless.

Michael Van Lare, manager of Property IT, Infrastructure and Support Systems, explained that Starwood Hotels uses ScriptLogic’s Desktop Authority, a desktop configuration solution, for two primary purposes: to distribute a global profile to all desktops and assign management rights to IT administrators in each location for local customization. The global profile distributes security settings, including settings to ensure PCI compliance. Once desktops are configured with the global profile, local IT managers use Desktop Authority to create their own management options and site-specific configuration. Desktop Authority provided an alternate, more robust solution to using GPO for configuration.

To achieve the energy savings, the IT team enabled Desktop Authority’s Power Management capabilities, which turns off desktop monitors after 15 minutes of inactivity and also puts computers on standby (sleep) after an hour. Power management rules could not be applied universally, so the corporate IT department educated local administrators on configuration and provided tools to facilitate that level of granular control.

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## **THE BENEFITS**

To complete the daily desktop management made possible by Desktop Authority, IT administrators would need to write complex scripts. Michael Van Lare says, "Without Desktop Authority, we wouldn't be able to do 90 percent of the configuration that we have in place now."

Van Lare notes the ability to set-up Microsoft Outlook profiles and to deploy software as additional benefits of using Desktop Authority, leading to significant time and cost savings. "Desktop Authority lets IT managers at each location deploy software to all desktops or a subset of desktops based on users profile. Previously software deployment would be done manually or through scripts, requiring a much longer time commitment," Van Lare added.

By enabling the Power Management functionality of Desktop Authority and distributing power management settings to all desktops via the global profile, Starwood saves an impressive \$350,000 a year in North America. The average energy cost for all of Starwood Hotels and Resorts' desktop computers per work day with no power management is about \$2,090.88. The company is saving almost 50 percent of their daily energy costs and consumption by utilizing the Power Management feature, which has more than doubled Starwood's ROI of implementing Desktop Authority.

## **ABOUT SCRIPTLOGIC**

ScriptLogic Corporation, a wholly owned subsidiary of Quest Software (Nasdaq: QSFT), is a recognized leader in the management, monitoring and support of desktops, servers and networks. ScriptLogic's award winning solutions benefit over 29,000 customers worldwide in the areas of desktop, help desk, active directory, server and network management. IT professionals and organizations of all sizes rely on ScriptLogic to streamline administrative tasks and improve productivity through "Point, Click, Done" solutions. For more information, visit [www.scriptlogic.com](http://www.scriptlogic.com).