

# DUKE ENERGY

## *Duke Energy taps Lenovo Innovation Centers for Solutions to Rescue and Recovery, PC Doctor System Integration, plus Monitor Configuration and Enablement*

### OVERVIEW

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*The solutions-driven Lenovo Innovation Center in RTP determined for Duke Energy—in a real-time collaboration environment—how to seamlessly implement TVT Tools into the energy company's own systems.*



### **The Opportunity/Challenge/ Business Need**

Duke Energy saw a need to integrate Rescue and Recovery into their internal imaging process to provide a one-button recovery and restore solution for their enterprise. They also wanted to have the PC Doctor diagnostics enabled in a pre-boot environment, which would help them significantly improve their desk-side diagnostic procedures. Finally, Duke Energy saw room for improving the automatic configuration of their CRT and TFT monitors during their roll-out process.

### **The Requirements**

Duke Energy needed to develop an enterprise roll-out plan to integrate ThinkVantage Technologies (TVTs) into their corporate images. They also wanted to make PC Doctor for DOS Diagnostics available to users, even after a Windows crash. Their final requirement was to optimize

all monitors to their best working state, allowing for future installs and technology.

### **The Value**

Duke Energy expected to be able to achieve integration of the Rescue and Recovery tool seamlessly with their imaging process. This would ultimately save them from “reinventing the wheel” in their own environment and save them even more in support costs and time. Rescue and Recovery would significantly reduce the time and manpower needed to recover from a software crash, or even to recover a mistakenly deleted file. A PC Doctor implementation accessible from a pre-boot environment would also significantly reduce the time necessary to diagnose and repair a hardware failure. Development of this customized solution was of significant importance in Duke Energy’s ability to be able to deploy this tool quickly and easily.

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“We had a great day—four of us with (the Lenovo engineers) for a very productive, fun, and educational day in our lab. I feel we are over the hurdles of integrating Rescue and Recovery with our images.”

—Duke Energy Engineer, Fall 2005

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### **The Solution**

Working with Duke Energy in a real-time environment allowed the Innovation Center engineers to understand exactly what the challenges were. As a result of this collaboration, the Imaging Technology Center (ITC) engineers, led by software engineer Brian Homolya and customer solution manager Pete Wetsel, devised a tailor-made solution for Duke Energy. This solution began with the ITC engineers talking with the Duke Energy engineers to understand their internal preload process, making changes to their service partition, and rewriting code to optimize the functionality of Rescue and Recovery and PC Doctor with their system. Additionally, the ITC engineers analyzed Duke Energy's requirements and worked with them to provide the technical specifications necessary

to understand the automatic configuration mechanisms in both the monitor hardware and the system software. Once these specifications were understood and implemented, the customer was able to configure their displays as desired. Within two weeks, the Lenovo engineers had tested and implemented the solution, and delivered it to Duke Energy.

### **The Benefits**

Duke Energy now has the technical knowledge, expertise, and pre-configured code necessary to implement Rescue and Recovery and PC Doctor in their early 2006 preload cycle, versus a previous outlook of late 2006 or 2007. They also now have a strategy for significantly reducing the time necessary for monitor configuration. Once it is rolled out in their environment, they anticipate a significant reduction in time and money spent on internal IT service

calls, as well as a reduction in costs associated with system maintenance.

### **Why Collaboration?**

Through the collaborations and simulation environments made possible by the Lenovo Innovation Center, the hurdles and frustrations of integrating new systems with existing ones were completely worked out prior to the live install. The Lenovo engineers were also able to help eliminate some inefficiency in the customer's normal operating practices and help them to realize additional savings and benefits. As a result of the collaboration with the Innovation Center experts, the ITC engineers, and the Duke Energy representatives, Lenovo devised a customized solution that solved the client's problems and improved their business and IT processes.

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