Background

PNG Air is a domestic airline in Papua New Guinea. We operate 60+ flights a day with a fleet of 17 aircraft servicing 24 destinations and carrying approximately 500,000 passengers a year.

Challenges

PNG Air evolved from a small family owned charter airline to the second largest regular public transport operator in Papua New Guinea. As a family owned business little consideration was given to IT policies, standards, processes or controls. These habits continued leading to the situation where there were no concise records of computers, the software applications installed on these computers or who uses these applications.

Further complicating the situation, PNG Air has computers in over 50 different locations spread across Papua New Guinea and Australia. The lack of telecommunications infrastructure in Papua New Guinea means that most of these locations are not part of a WAN. As such there is no visibility across a network to help gather information and build accurate records.

Without accurate records there can't be accurate software licensing. We had licenses for applications not being used and unlicensed application installations because we had no record of them. With a software licensing agreement renewal approaching it was clear we had to get to the position where we are licensed correctly without wasted expense.

To manually collect and collate information across all 50 sites would take considerable time, effort and expense. We have no technical resources outside our head office so would need to send resources to each site. But the number of sites, remoteness of some locations and the number of technical resources available meant that this is not a practical option to achieve in a short timeframe.

Benefits

At commencement of the implementation pacITware provided a short online training session to our IT team outlining the installation, capabilities and configuration options. We found the interface to be intuitive so once grasping some basic concepts felt comfortable with the product. As we progressed with the project we had little need for support with only a few questions coming up in the early stages.

The Vestige client was easy install. pacITware provided an MSI and guidance for unattended install for our head office LAN. This included a method to determine which version depending upon the individual computers' architecture. For remote sites we used central technical resource to install over our remote support system.

Vestige proved to be the ideal technical solution for our environment. With no WAN but each site having internet connectivity, a cloud managed service was the best solution. The Vestige client software communicates directly to the service over the local internet connection giving full visibility from anywhere in the world.

Internet in Papua New Guinea has bandwidth constraints, is high cost and unreliable. We found that the Vestige data volumes to be low with no noticeable impact to internet performance and the user experience. Internet outages proved no issue with Vestige caching data until internet was restored.

An on premise solution would have had a noticeable impact to our head office internet bandwidth, and cost. No matter how low the data volumes, concentrating 50 sites data into the head office would have a noticeable impact in our environment.

As we became more familiar with the Vestige portal it became apparent it would deliver more value than we initially anticipated e.g. the Applications Catalogue and Launch Control provided what we wanted to know for product licensing but also identified usage of unauthorised software. We also found features not directly related to our project goals delivered valuable information e.g. Computer Storage status showing details of external storage devices.

The implementation of Vestige exceeded our project goals making the project a success.

For the first time I can confidently quote the number of computers in our company and we have accurate details including the make, model, processor, memory and storage. This has given me valuable information for planning and budgeting purposes.

We know what software is loaded on each computer and what is being providing is with accurate details for licensing requirements. We know where we have old versions of software so we can plan upgrades. We also know where we have security issues and unauthorised software installed.
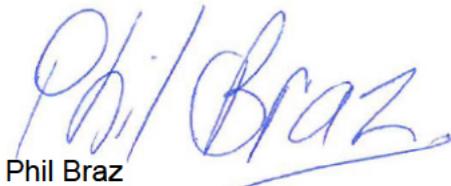
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