

# Empowering a leading electronic component distributor with robust application delivery



## AT A GLANCE

A challenging system for software requests plagued employees at Avnet, Inc., one of the world's largest distributors of electronic components, computer products and embedded technology. The Fortune 500 company sought a way to simplify the process, often caused employees to wait days for software requests to be fulfilled. Flexera's powerful and agile App Portal, now called AppBroker, streamlined the procedure and put all applications in an easy-to-browse virtual store. This freed time for support staff to work on company-wide strategic initiatives.



## The challenge

A massive company needed to modernize its software request process

Nearly every computer in the U.S. contains a component from Avnet. This Fortune 500 company is one of the largest distributors of electronic components, enterprise computer products and embedded subsystems in the world. Avnet employs more than 12,000 people in locations around the globe.

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One-off software requests generated by thousands of Avnet employees were consuming valuable time for both general staff and IT support teams. Employees waited up to two days for requests to be processed, approved and assigned. Support staff installed applications remotely by preparing and sending CDs, with some installations requiring in-person visits to the requester's office. This inefficient manual process was hampering productivity and driving up IT costs.



## The solution

Flexera's AppBroker streamlined and automated the process for application requests

AppBroker enabled IT staff to streamline and automate the process for requesting desktop applications by approving requests and delivering applications directly to user desktops. Instead of working with cumbersome forms, employees now browse an app store and select the applications they need. The result is higher productivity for general employees and IT staff.

AppBroker sets in motion an automated workflow that obtains required approvals and hands off the request to Microsoft System Center Configuration Manager for installation.

“It’s saving us valuable time,” said Mary McDonald, Avnet desktop services supervisor. “We have significantly reduced desktop visits for software installations, and we no longer have to spend time sending CDs. By increasing the efficiency around this process, our team has more time to focus on our other strategic software initiatives.”

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**Mary McDonald**

Desktop services supervisor  
Avnet



## The results

AppBroker eliminated repetitious manual installation, helped empower employees

With AppBroker, Avnet's IT team has reduced wait times for application delivery from days to minutes. The technical staff no longer spends long hours on repetitive installation tasks, enabling them to focus on strategic initiatives. AppBroker also enabled Avnet's IT department to help fulfill the corporate mandate of empowering employees with self-service tools.

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ACROSS THE ENTERPRISE;  
IT PROFESSIONALS NOW ABLE TO  
FOCUS ON STRATEGIC INITIATIVES

Discover enterprise  
self-service access to  
software applications

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### ABOUT FLEXERA

Flexera helps executives succeed at what once seemed impossible: getting clarity into, and full control of, their company's technology "black hole." From on-premise to the cloud, Flexera helps business leaders turn IT insight into action. With a portfolio of integrated solutions that deliver unparalleled technology insights, spend optimization and agility, Flexera helps enterprises optimize their technology footprint and realize IT's full potential to accelerate their business. For over 30 years, our 1300+ team members worldwide have been passionate about helping our more than 50,000 customers fuel business success. To learn more, visit [flexera.com](https://flexera.com)