



---

---

## Toyota Achieves Consistency and Simplicity with the Universal Imaging Utility

---

---

### Toyota New Zealand

For nearly three years, Toyota New Zealand had been searching for a way to improve the process by which they cloned their computers. Specifically, they needed to reduce the time and effort spent on creating and maintaining multiple hard-drive images for the wide variety of desktop and laptop configurations. They ultimately found a solution in the software program known as the Universal Imaging Utility (UIU) from Big Bang LLC, which has allowed them to deploy a single Master Image across all hardware configurations. Toyota's discovery of UIU arrived just in time as the company was about to roll out 220 new machines as well as software upgrades.

**“There is no doubt that the UIU more than paid for itself during this rollout.”**

### Logistical Challenge

With six locations and over 200 people on staff, Toyota New Zealand had begun using disk imaging software eight years ago as a means of deploying a consistent operating environment to all PCs in the organization. Although vastly more efficient than the manual process of deployment, disk imaging has one major

drawback - Images created on one hardware platform cannot be easily deployed to another. This problem is particularly prevalent on laptops, where even essentially similar machines often contain different hardware and therefore require different images.

Toyota NZ's extensive hardware inventory resulted in the company creating and maintaining 25 separate images. Each image took three to four hours to create, and each one needed to be modified every time new upgrades and patches were released.

In addition, there was the logistical problem of deployment. As a new image was rolled out, Administrators had to ensure that they were installing the correct image for each machine. If they chose the wrong one, the error message wouldn't appear for around 20 minutes, when the program reached the point of installing drivers. At that point, the technician would have to start the whole process over again. A final challenge was ensuring consistency across all images. With so many separate images, it was not uncommon that simple settings differed from

---

---

**FOR MORE INFORMATION OR A FREE TRIAL, PLEASE CONTACT US:**

Big Bang LLC • Developers of the UIU • 414.369.5027  
[www.bigbangllc.com](http://www.bigbangllc.com) • [info@bigbangllc.com](mailto:info@bigbangllc.com)

one machine to another (for example, the way the operating system processes deleted files). While these inconsistencies may not have been critical, they were definitely noticed by users and reflected poorly on the IT department.

### Keep it Single

When Toyota New Zealand learned about the hardware-independent hard drive imaging tool, the Universal Imaging Utility, Team Leader Dion Woisin was ecstatic. All of the issues they were experiencing with disk imaging could be effectively resolved by using the UIU to help prepare a single Master Image. “Maintaining all of those separate images was starting to become a nightmare,” he says. “We needed a solution that was simple yet thorough, and we were thrilled to finally find one just before a major rollout.”

The rollout in question was a complete upgrade of all PCs at Toyota NZ, a process accomplished around once every three or four years. Fully aware of the challenges presented by multiple Images, Toyota NZ management was quick to sign off on Woisin’s purchase of the UIU licenses.

### Immediate ROI

The UIU is a utility that prepares the master machine so that the image created with existing cloning software can then be easily deployed to any laptop or desktop regardless of manufacturer. In this case, Woisin and his team used UIU in conjunction with Altiris to deploy core applications such as Windows XP, Office 2003, WinZip and Acrobat Reader to all of their disparate PCs.

“There is no doubt that UIU more than paid for itself during this rollout,” he says. “We were able to deploy an identical image to all staff with a minimum of effort.” IT staff found UIU simple

to use right out of the box. While the rollout took five months, Woisin says the pre-work would have been substantially longer without the benefit of UIU. They were also impressed with UIU’s extensive driver database. In fact, Woisin says UIU fulfilled all of TNZ’s needs perfectly. “When we were maintaining all of those separate images, we would do a Rollout and within two or three months, everything would be out of date,” he says. “Looking back, I don’t know how we coped prior to getting UIU.” The application allows Toyota NZ to continually improve its processes for machine upgrades. For example, time saved on maintaining multiple images can now be better spent developing an automated system for the installation of non-core applications.



“Looking back, I don’t know how we coped prior to getting the UIU.”

### About the Universal Imaging Utility

The UIU is developed by Big Bang LLC, a Milwaukee, WI-based software development, training, and consulting company. Learn more about the UIU at [www.uiu4u.com](http://www.uiu4u.com).

**FOR MORE INFORMATION OR A FREE TRIAL, PLEASE CONTACT US:**

Big Bang LLC • Developers of the UIU • 414.369.5027  
[www.bigbangllc.com](http://www.bigbangllc.com) • [info@bigbangllc.com](mailto:info@bigbangllc.com)