



AN ALL-IN-ONE INSTALLATION

Client Profile

A paving company that has completed a wide range of projects throughout the U.S. and Canada.

Challenges

When the client approached CBI, the company was employing a virus protection product that was no longer meeting the company's data reliability requirements. The environment had fallen victim to old malware that had made its way onto the endpoint and the paving powerhouse was prepared to make the transition to Symantec™ Endpoint Protection (SEP). For the client, the real challenge was the need to implement SEP and remove the inferior product simultaneously—without causing downtime for the company's hundreds of employees.

To further complicate the transition, the company has locations in both Michigan and Florida with a sales force working remotely throughout the country. The original policy stated that all machines would be taken offline and cleaned at the company's Michigan headquarters. The shipping required to transfer dozens of machines would have cost the client significant financial resources, as well as invaluable employee productivity.

Solution

Armed with unprecedented experience with the SEP product and a comprehensive understanding of the installation process, CBI recommended a custom solution that would scrub the environment of the former virus protection product while layering in the new SEP product in one complete installation package. The employees operating remotely were able to execute the update at a branch office in less than 30 minutes time.

In addition to the value CBI delivered throughout the installation process, their depth of knowledge of the SEP product provided supplementary solutions to IT complications. CBI unlocked numerous benefits of operating in a SEP environment, including the ability to update software, implement policy changes and even shut down remote machines.

Results

The knowledge and expertise the CBI experts brought to the table generated significant positive results for the client, particularly throughout the transition to the SEP platform. The custom installation package that was able to remove the former virus protection while implementing the SEP product resulted in considerable time savings for the client, which enabled employees to maintain a high level of productivity. The ability for remote employees to complete the updates locally avoided substantial shipping fees that would have ultimately impacted the company's bottom line.

The SEP product also provides long-term protection from viruses and malware that the former software simply lacked. Finally, the client primarily employs Symantec products. Transitioning to the SEP platform eliminated a vendor...one step closer to operating from a consolidated application portfolio.

OVERVIEW

Industry	Solution
Manufacturing	Endpoint Protection

CBI Generated Results

- Avoidance of costly fees to complete remote system updates
- Long-term virus and malware protection
- Significant time savings and sustained employee productivity

CBI CASE STUDY