



## CLIENT CONUNDRUM. SEP SOLUTION.

### Client Profile

A global leader in relationship management headquartered in the Midwest.

### Challenges

Prior to engaging CBI, the client had worked with Symantec to design and deploy Symantec Endpoint Protection (SEP). Once the product implementation was complete, the client was left with instructions and recommendations for ongoing SEP maintenance. Many of the Symantec suggestions were lost in translation, resulting in unsatisfactory product performance.

The underperforming SEP product was a result of misconfigurations and policies that did not live up to industry standards. Network security was lacking, system updates were not executed in a synchronized, efficient manner and the IT team was consistently dealing with the fallout of improper SEP configurations...leaving larger IT needs neglected.

Employees were disgruntled. Productivity levels were suffering. The time had come to solve the SEP struggle.

### Solution

In order to drill down to the root cause of the client's frustration, CBI performed an exhaustive SEP audit. The results were telling. The client's network was under scaled across the board. There was not enough hardware or servers in place, and the servers in use were poorly located, resulting in system outages and unnecessary downtime. In addition to these infrastructure issues, the configuration of SEP itself was flawed. Certain security policies were not enabled, leaving the network vulnerable.

Armed with valuable information about the SEP shortcomings, CBI developed a tailored solution. First and foremost, lack of infrastructure was addressed. CBI increased available memory by performing upgrades, along with platform enhancements throughout the environment. New servers were brought in and misconfigured servers were relocated to address the outage issues. The formerly lax security policies were tightened up. Employing a level of expertise that can only come with first-hand industry knowledge and experience, the CBI team augmented the standard protocol and enabled intrusion prevention and anti-virus protection.

### Results

The CBI solution was a homerun. The SEP struggles were mitigated over the course of approximately three months with minimum disruption to business operations. To ensure that the client's IT team had a thorough understanding of the SEP migration process, CBI executed the migration of approximately 12,500 endpoints—25 percent of the 40,000-50,000 endpoints in existence.

The client now enjoys timely policy updates, world-class endpoint security that exceeds industry standards and reduced administrative overhead. In addition, the IT team is now able to operate more efficiently and focus on strategic network decisions. Outages were eliminated, increasing employee productivity and satisfaction. The client has utmost confidence in the improved SEP product and recently renewed their agreement with Symantec as a result of the successful product optimization.

#### OVERVIEW

Industry	Solution
Management	Symantec™ Endpoint Protection (SEP)

#### CBI Generated Results

- Successful migration of 12,500 endpoints
- World-class endpoint security
- Reduced administrative overhead
- Increased employee productivity and end-user satisfaction

## CBI CASE STUDY