

Client Profile

A world leader in providing home emergency repair plans directly to homeowners in conjunction with utility partners.

Challenges

Like so many rapidly growing companies, the client's growth had outpaced its IT infrastructure. The company's IT resources had broken up into siloes, creating inefficiencies throughout the network. Outdated software meant lack of compliance and, in an industry where sensitive information is frequently exchanged, the organization could not afford to lose consumer confidence.

As more employees joined the team and the organizations' geographic footprint broadened, information sharing had become a daunting hurdle. There was a significant lag time in addressing individual IT issues and the IT team could not effectively communicate solutions across the country. The outdated software was not capable of tracking and managing client's software assets, which resulted in an inefficient use of personnel and financial resources.

To further muddy the waters, the client had unique file permissions in the environment—so unique that the partner supporting CBI was not able to get past them. The client needed a centralized IT management infrastructure to operate efficiently and effectively.

Solution

As a specialist with deep industry knowledge across multiple technologies and product areas, CBI was able to design a custom solution set that addressed the many challenges the client faced. This holistic approach to IT security and management incorporated four Symantec products into one comprehensive program, including: Altiris Client Management Suite (Altiris), Security Information Manager (SIM), Endpoint Protection (SEP) and Critical System Protection (CSP).

Prior to product deployment, the CBI expert addressed the file permissions issue by delving into the folder structure and interpreting the advanced file system permissions. From there, he granted a service account to a specific directory, making solution deployment possible. CBI then created the overall framework for security solutions through implementation of Altiris, which serves as the central environment management system, handling all software, user workstations and product licensing.

One of the main benefits of Altiris is the ability to track and manage all assets automatically. The product assesses which users are operating with insufficient or outdated software and automatically implements the products required to meet compliance standards. In addition, Altiris is able to determine which employees are using certain software applications, how often they are utilizing them and the duration of each use. The clients' IT team can then make recommendations as to repurposing current software licenses from an employee who does not use a particular product to an employee who is in need of said software.

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OVERVIEW

Industry	Solution
Utility	Altiris Client Management Suite (Altiris CMS) Security Information Manager (SIM) Symantec Endpoint Protection (SEP) Critical System Protection (CSP)

CBI Generated Results

- Integrated solution that increased productivity
- Decreased machine downtime
- Ability to meet or exceed compliance requirements
- Consolidated management infrastructure well-suited for growth

Results

The client has enjoyed tangible, long-term results that directly impact the company's performance and bottom line. The automation of asset tracking and management, along with network security, delivered an integrated solution that has increased productivity across the board. The IT team is able to address system complications and security threats in a timely fashion, decreasing machine downtime and increasing employee output. The automation of asset management allows the IT team to work more efficiently with employees and tackle larger projects that are a better use of their time. In addition, repurposing software licenses to machines that need them saves money that would have been spent on an additional product licenses.

The tracking, management and implementation of critical software updates and patches allows the organization to meet or exceed compliance requirements on an ongoing basis, avoiding potential security breaches...as well as the lawsuits, public scrutiny and loss of client confidence that come along with them.

Successful implementation of Altiris enabled the CBI team to integrate SIM, SEP and CSP effectively into the centralized, consolidated management infrastructure the client needed to continue on a path of growth.