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CASESTUDY

3X Return From Improved Asset Management and Help Desk Ops

FINANCIAL TECHNOLOGY COMPANY

Challenge:

- Disorganized asset inventory and management
- Lack of systems and application visibility on endpoints
- Too many IT help desk calls and too slow MTTR

Results:

- Generated a 3X return on their investment
- Improved help desk service, first call resolutions, and MTTR metrics
- Proactively planned efficient hardware refresh cycles

Problem

The customer is a financial technology company that is the leader in prepaid products. The world's most recognizable brands rely on them for their branded gift cards. The company provides a complete turnkey solution including design, manufacturing, and physical distribution to over 500,000 retail locations.

Before partnering with Ziften, the customer's IT team had two major frustrations. First, the customer lacked timely and complete visibility for all company-owned endpoints. They relied on Microsoft System Center Configuration Manager (SCCM) for patches and updates. However, they couldn't verify the status of those updates on each system and they had multiple legacy management systems in place to manage the 2,300 devices spread across the globe – making visibility unnecessarily complicated.

Second, without access to the right visibility data, the IT team struggled with many asset management (AM) and software management (SM) functions. This caused the IT help desk to slow down as they fought to maintain customer service level agreements (SLAs). The help desk was forced to rely solely on information reported from end users when they had questions and technical problems. And IT certainly had no way to proactively identify and address endpoint issues prior to receiving end user trouble calls.

Trial

Several of the customer's IT members had used Ziften at a previous employer. Since these IT team members already knew Ziften, a proof of concept was deemed unnecessary. Instead, the company purchased Ziften's Zenith product right away, and moved directly to installation on all employee endpoints.

"There's simply no way for us to operate our environment so efficiently without Ziften. It would cost us far more to operate without Ziften than it does with it right now. The Zenith product really does pay for itself."

- Director of Client Platform Operations

Results

Once deployed on these user endpoints, the IT help desk quickly experienced its "aha moment". Prior to using Zenith, users who called the IT help desk had to provide information over the phone to the help desk technician such as their system configuration and other details. With Zenith, help desk technicians have immediate access to critical information about the state of the system. This includes data such as the time of the machine's last reboot and the programs and services running – all available without physical access to the endpoint. With access to this information, help desk technicians have been able to increase first call resolutions, improve user experience SLAs, and significantly reduce their mean time to repair metrics.

Another major customer experience advantage came in the form of improved asset management. Many of the customer's endpoints were performing poorly and were in desperate need of refresh. So, the Ziften team created a custom report that made an API call to the computer manufacturer for warranty information and cross referenced that with recent endpoint performance monitoring data collected by Zenith. With this intelligence, the IT team easily put together an efficient endpoint refresh schedule thereby proactively improving performance for effected end users.

The customer's use of Zenith also helped considerably with their software license rationalization efforts. Zenith continually monitors running processes and background/foreground usage allowing IT to report on which users are actively using licensed software, and what licensed software is going unused. With this application usage data at their fingertips, the customer easily determined the exact number of licenses they really needed based on usage. As a result, Zenith has already paid for itself three times over.

"The software's ability to monitor the endpoint and deliver the information we need is unparalleled," said the customer's director of client platform operations. "Ziften Zenith and the Ziften team have truly gone above and beyond in helping us achieve our business goals."

Benefits

Thus far, Ziften has helped the customer generate a 3X return on their investment, improve help desk customer service and MTTR, and proactively plan efficient hardware refresh cycles.

With these positive benefits, the customer's IT team is now looking to deploy Ziften Zenith on all their server infrastructure, and the security operations team is evaluating it for its endpoint detection and response capabilities.

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