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End-to-end Hosting and Managed Services Company Uses BigFix for Cross-platform Endpoint Management

Company: Connectria
Country: USA
Industry: IT
Products: HCL BigFix

Introduction Connectria leverages Bigfix to further extend endpoint visibility, compliance, and improve the efficiency of endpoint management processes

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Business Challenge:

Connectria required a central automated endpoint management solution that was scalable, cross-platform supported, and permitted a level of customization that was unique to the organization and client offerings. Previously, this was accomplished with a variety of different tools that introduced a great deal of overhead, end user management, and significant costs. Connectria needed one endpoint management tool that could "Do it All".

Transformation:

Connectria was able to quickly deploy the Bigfix infrastructure and streamline our client onboarding process, allowing the company to effortlessly replace the other tools that were previously in use. Beyond the savings resulting from tool consolidation, we were able to spend more time focusing more on development and enhancing our offerings.

Benefits:

With the rollout of the BigFix suite, Connectria has:

- Gained complete visibility into all endpoints, regardless of OS, allowing Connectria to manage endpoints from a single console.
- Converted manual interventions into automated workflows, improving overall operational efficiency by at least 15-20%, including a 30-40% reduction in time spent onboarding new clients.
- Significantly improved patching effectiveness resulting in measurable gains in patch compliance and a substantial reduction in time spent diagnosing failed patch deployments. With BigFix, our first pass patch success rate has gone from 60% to 92%, and is climbing rapidly.
- Effectively provided technical insight to our clients and to our staff in various technology departments, such as Database Administration, Security Operations, and Accounting. For example, Connectria was able to assess a client's environment using BigFix and ensure them that they were safe from a recent ransomware threat.
- Enhanced existing offerings as well as created new SaaS offerings. Connectria's latest SaaS-based Inventory offering, for example, enables their clients to maintain software license compliance and avoid costly non-compliance penalties.

About the Company

Connectria helps businesses realize their cloud vision with end-to-end hosting and managed services—from IBM i to AWS. Backed by industry leading SLAs and an award winning, customer-centric culture. Learn more at www.connectria.com

Solution components used: BigFix Lifecycle, BigFix Compliance and BigFix Inventory.

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To learn more about HCL BigFix solutions, please contact your HCL representative or HCL Business Partner.

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