Endpoint Management: a customer deployment experience

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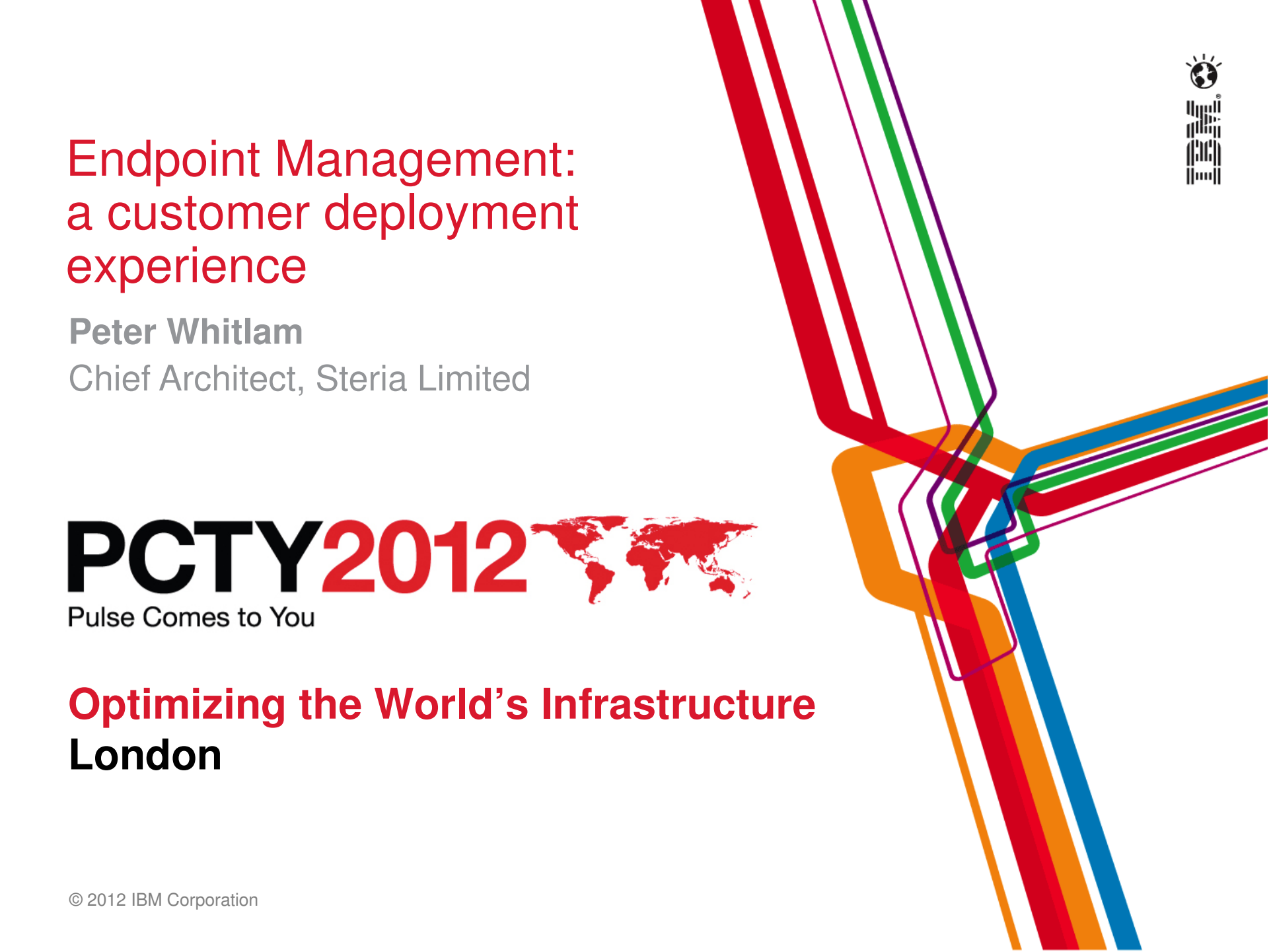

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Introduction

- Peter Whitlam – Chief Architect
  Steria Infrastructure Managed Service Line

- Steria delivers IT enabled business services which help organisations in the public and private sectors operate more efficiently and profitably.
- By combining in depth understanding of our clients' businesses with expertise in IT and business process outsourcing, we take on our clients' challenges and develop innovative solutions to address them.
- Founded in 1969, Steria has 20,000 employees in offices across Europe, India, North Africa and SE Asia and a 2010 revenue of €1.69 billion

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Outline

- The problem faced
- Challenges
- The solution - and another challenge
- Approach to delivery
- Discovery Phase – and what was found…
- Fixing the problem
- Product Benefits in a live environment
- Where next for TEM
- Conclusions
- Q&A

The Problem

- A legacy environment with a number of key issues
- Asset management tools that didn't manage all of the assets
- A need to change to a standard product for AV

- And a virus !

Challenges

- Our Enterprise solution to AM is MS SCCM
- Client infrastructure included :
  - Windows XP SP1
  - Hardware over 9 years old
  - Unknown true number of endpoints
- Client deployment network includes
  - Low bandwidth connectivity
  - Microwave connections
  - Multi Hub and Spoke configuration
  - Security considerations
- Resources available
  - Not necessarily the ‘right’ skills

The Solution – and another challenge

- IBM Tivoli had outlined the capabilities of Endpoint Manager to Steria in January
- TEM 'could' solve the issues faced
- Deployment was to be by Proof of Concept
- The Challenge..?

"Deliver the scope of the PoC in 14 days, prove the solution can deliver the benefits, and we will purchase the software…"

- The challenge was to IBM !

Approach to Delivery

- Rapid Delivery was key – we had a live issue
- Proof of Concept approach
  - Pre agreed scope
    - Find all endpoints
    - Install Forefront and remove eTrust AV
    - Eradicate the virus issue
  - Pre agreed exit criteria
- Security Constraints lead to
  - 'Hands off' approach with IBM product specialist
  - Zero impact on security and firewalls
- No time to procure additional infrastructure
  - Product had to be virtualised
  - Deployment had to be here and now
- Costs to deploy PoC have to be minimal
  - Business case predicated by rapid deployment

Discovery Phase – and what was found…

- Rapid Deployment of server based components
- Rollout of agents by subnet to limit network impact
- Initial reports designed to understand AV status

All completed in 2 days

- Deployment to ~1800 clients in a further five days
- Findings :
  - AV Clients installed, but service stopped
  - Multiple AV Clients installed
  - No AV Client installed……
- USB Device lockdown policy in place :
  - Last 10 devices included cameras, phones, Printers, CD writers, Flash Drives, iPads, scanners…..
- **We have a problem !**

Fixing the problem (i)

- Discovery phase identified two key areas :
  - Endpoints with AV stopped
  - Endpoints with XP SP2 or lower installed
- AV restarts
  - Fixlet designed and implemented to restart
  - Further failures identified for resinstallation
- XP SP2 – MS prerequisites
  - Inhibits the installation of Forefront
  - Limits the ability to deploy new versions of MS SCCM
- Solution..?
  - Replace forefront with Core Protection from TEM
  - Single console to manage
  - Less prerequisites, as TEM already installed
  - Lower TCO

Fixing the problem (ii)

- Design the base solution
  - Modular deployment eases design
  - Console controls allow configuration by policy
- Build the fixlets
  - No packaging required – core modules
  - Simple statements, rapidly tested
- Dynamic Deployment
  - Rapid deployment with controls
  - Install as remote devices reconnect
- Understand Issues
  - Console immediately shows failed installs
  - Fix forward – maintain progress

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Product Benefits in a live environment

- Low level endpoint OS requirements
  - Deployment across legacy estates
  - Small package – low impact on networks
- Integrated suite
  - Single console
  - Integrated audit and fixlet scripting
- Rapid deployment at low initial cost
  - Does not require a large infrastructure
  - Can be managed remotely
- Its easy !
  - Skills can be quickly developed
  - Does not require specialist knowledge
  - Tasks can be automated to release skilled resources

Where next for TEM

- TEM now being considered for Endpoint Management for all devices including Mobile Replacement
  - Asset Lifecycle and Core Protection already licenced
  - Patch Management in consideration
- TEM in a Box
  - A preconfigured TEM solution for DD and Client take on
  - Allow accurate independent analysis of client asset registers
  - Identify issues early, and expedite for rapid resolution
- TEM as a Capability
  - Complementary offering to current services
  - Platform independence widens opportunities
  - Integration into services as a core component, allowing baselining and consistent service delivery
  - Sharing of Fixlets across clients, reducing TCO

Conclusions

Rapid Deployment brings benefits and challenges

Don’t underestimate what you will find !

It does what it says on the Box so try it !

Q&A

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