24x7 Steady State Support by DCM on Endpoint Solutions

Our customer is a manufacturer of electronic products, cameras and office equipment such as printers, photocopiers, and fax machines. Head- quartered in North America and has established IT-Infrastructure network across the Globe. We were hired to provide steady state support on IBM® End Point Manager (IEM).

Company Overview

Customer is a multinational electronics company headquartered in Seoul, South Korea.

The company has **43** sub-subsidiaries.

Customer is the leading consumer electronics companies in the world with around 67 billion U.S. dollars in global revenue as of 2022

IT Environment

Large setup with 25,000

2000 Servers across USA

Heterogeneous Operating System Platforms and multiple

CHALLENGES

The customer has a large setup with 25,000 workstations and 2000 Servers across USA

Unable to manage multiple remote sites spread across

Challenge in meeting the patch management SLA for multiple platforms and applications across the globe.

SOLUTIONS

24x7 remote administration support.

Offshore facility to manage 23000 IEM endpoints.

Leveraging the backend resource pool for faster resolution of technical issues.

IMPACT

Our Services increased performance.

Support remotely on a 24x7 basis

Helped in leveraging the backend resource pool for faster resolution of technical issues

24x7 STEADY STATE SUPPORT BY DCM ON ENDPOINT SOLUTIONS

The customer has a large setup with 25,000 workstations and 2000 Servers across USA. They have heterogeneous Operating System Platforms and multiple Applications. Effective 24x7 Support and Incidence management was required. We were expected to manage multiple remote sites spread across the globe. We had to meet the patch management SLA for multiple platforms and applications across the globe. Meet the stringent compliance standards.

CHOOSING THE RIGHT SOLUTION

We started by providing 24x7 remote administration support from our offshore facility to manage 23000 IEM endpoints. This included:

– IEM Infra Health checks

- *Monitoring IEM Servers, Relays and Endpoints*
- *Ensuring Availability of IEM Server and Relays*

– IEM Administration

- *Management of IEM Server Server Health check like endpoints reporting to server, sizing, database cleanup, cleaning expired and stopped actions.*
- *Management of IEM Relays Relay Health check like endpoints reporting to the relays, enforce appropriate relay settings, relay cleanup for smooth deployment activity.*
- *Management of IEM Clients Client Health check like reporting mechanism, Deployment of software or settings, warnings remediation, Expired and duplicate entries cleanup.*

– Patch Management (Windows)

- *Creating Baseline*
- *Testing of patches*
- *Deploying of Patches*

–Software Distribution Management

- *Software Installation and Uninstallation (using exe, msi and install/uninstall string)*
- *Customized registry settings for specific requirement*
- *Out of Box Customization (.bat and .vbs)*
- *Package Creation*
- *Fix-let Authoring*
- *Package Deployment*
- *Software Custom Packaging*

–Reporting

- *Software Metering*
- *Trend Analysis*
- *Forecasting*
- *Custom Reporting*
- *Scheduled Reporting of Patch and software*

–Incidence Management

- *Handling L3 level IEM related incidents*
- *Providing RCA*
- *Taking preventive measures*
- *Mitigating Risks*

THE BENEFITS

Compared to their earlier end-point solutions, our Services increased performance and provided a stable and secure High Availability environment.

We were able to provide complete end to end IBM Endpoint management and administration support remotely on a 24x7 basis and reduced project costs.

This also helped in leveraging the backend resource pool for faster resolution of technical issues which came up during the operations of steady state support.