



Business Needs

- All of the computers in its stores and offices to ensure the highest levels of security and performance.

Solution

- LANDesk® Management Suite
- LANDesk® Patch Manager
- LANDesk® Inventory Manager

Business Benefits

- Ensure 100% security patch penetration for all of its stores and office computers distributed throughout Latin America.
- Facilitate product sales and protect customer information by enabling computers to operate at the highest performance and security levels.
- Reduce effort required to deploy patches from several hours to a few minutes.
- Generate IT asset information reports in minutes rather than requiring IT staff to work after hours and weekends to manually gather information.

Louis Vuitton

Setting a Trend for High PC Security and Management

From its beginnings as a trunk maker over a century ago, Louis Vuitton has become a leading luxury brand in the world for a wide range of products, including leather goods, shoes, ready-to-wear clothing lines, jewelry, and more. Headquartered in Paris, Louis Vuitton is an international trend-setting enterprise that employs more than 9,500 people in more than 300 locations in 44 countries around the world. To ensure that the security and integrity of those worldwide computers are maintained at the highest levels, Louis Vuitton relies on the protection and management capabilities delivered by LANDesk® Management Suite and LANDesk® Patch Manager.

Delivering High Security and Performance

Levels High on Louis Vuitton's list of priorities is the ability to cater to its customers' needs. The basis for this ability is often derived from the performance and security of its computers, especially at the point-of-sale in its different stores. "I need to have the highest level of performance and security in my sales computers," says Miguel Laruccia, IT Manager at Louis Vuitton with responsibility for the Latin America region, which includes 21 stores and offices located throughout Brazil, Argentina, Chile, Colombia, Venezuela, Aruba, Mexico, Panama, Uruguay, and South Africa. "If our computers are not properly managed and up-to-date with the latest security patches, our sales application might take too long to open or process an order. That has a big impact on our ability to help customers and sell product."

To make sure that all of its computers have the latest patches, Louis Vuitton Colombia relies on LANDesk® Patch Manager. "Before bringing in LANDesk Patch Manager, many of our computers were at risk," says Laruccia. "We didn't have a reliable way to determine which computers had the latest Microsoft security patches. Now I can generate reports with LANDesk that let me know when every computer in my region is up-to-date. We went from being at significant risk in the past, to zero-risk thanks to LANDesk Patch Manager and LANDesk® Management Suite."

Patch Deployment Made Easy

While LANDesk® Management Suite and LANDesk® Patch Manager enable Louis Vuitton to be confident that its computers are well-managed and up-to-date with the latest patches; the LANDesk solutions also greatly facilitate the enterprise's ability to deploy those patches. With the patch tool the company used in the past, it would take more than 30 days to push patches out to all 200 of the computers in the Latin America region. Not only did the effort consume a significant amount of man-hours, it also often interrupted productivity of end users who had to wait hours for their computers to become available again. LANDesk Patch Manager enabled Louis Vuitton to drastically shorten patch deployment times, reduce expended man-hours and eliminate interruptions to end user productivity.

“It just takes a few minutes to set up a patch deployment with LANDesk Patch Manager and I can schedule the deployment to happen after hours so it doesn’t affect my users,” Laruccia says. “It also frees me and my team to focus more time on other projects rather than worry about patches.” Furthermore, since LANDesk Patch Manager leverages the targeted multicast capability inherent to LANDesk Management Suite, Louis Vuitton also doesn’t have to worry about patch deployments congesting network traffic on its wide area network. Rather than establishing a connection with every remote computer over its WAN to deploy a patch, multicast enables Louis Vuitton to push the patch to a single computer in a specific area and that computer will then deploy the patch to its local peers.” If I tried to deploy a patch to all the computers in my seven stores in Mexico without multicast, it would overload my network link,” Laruccia says. “If I have a lot of patches to deploy, I might also use multicast even in those cities where there might only be five or six computers. For the situations that call for it, LANDesk multicast saves me significant network bandwidth.”

Simplifying IT Asset Information Gathering

In addition to LANDesk® Patch Manager, Louis Vuitton leverages LANDesk® Inventory Manager to keep track of all its computers distributed throughout Latin America. “LANDesk gives me an overview, as well as all the details about all the hardware and software on every computer in Latin America,” Laruccia says. “Before LANDesk, I had to send requests via phone or e-mail for a list of all IT assets in our different cities. It was quite difficult to obtain the information we needed. LANDesk makes it easy to gather all the information I need.”

Prior to putting LANDesk Inventory Manager into play, it was even difficult to gather the asset information for the computers in Louis Vuitton’s Latin America headquarters in Brazil. The company often had to require its help desk team to stay late and work after hours or on weekends to help gather the necessary information. “Whether I need it for budget planning or to plan hardware replacements, I can run an inventory report in LANDesk and in minutes I have the information I need.”

Still, for Louis Vuitton, the greatest benefit that the LANDesk® solutions deliver is the confidence that all of its computers are secure and well managed. “LANDesk helps me guarantee that my Latin America network has the highest level of security,” Laruccia says. “LANDesk provides me the tools and technologies I need to secure and manage my IT environment in a way that saves me time and money, while allowing me to focus on other important projects.”



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— Miquel Laruccia

IT Manager for the Latin America Region
Louis Vuitton

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