



## Industrial Bank of Kuwait

### Investing in Comprehensive IT Management

Established in 1973 at the initiative of the Government of Kuwait, the Industrial Bank of Kuwait specializes in supporting industry in this Persian Gulf country. The bank provides medium- and long-term financing for the establishment, expansion and modernization of industrial units in the country. The bank also offers the full range of commercial banking and treasury products to meet the working capital needs of its industrial customers. To make sure its IT infrastructure can meet the needs of its employees and customers, the Industrial Bank of Kuwait leverages the IT management power of LANDesk® Management Suite, LANDesk® Patch Manager, and LANDesk® Server Manager.

#### Business Needs

- Keep bank operations running smoothly and securely.

#### Solution

- LANDesk® Management Suite
- LANDesk® Patch Manager
- LANDesk® Server Manager

#### Business Benefits

- Recovered failed business-critical desktops in 30 minutes vs. more than a day.
- Decreased time to provision new machines from one month to one hour.
- Upgraded desktops to Office 2007 in two days vs. months.
- Reduced inventory gathering efforts from months to seconds.
- More than tripled the number of helpdesk calls that can be handled each day and improved problem resolution times significantly.
- Prevented server downtime proactively by automating server monitoring efforts.

#### Unattended Provisioning

The Industrial Bank of Kuwait has a number of business-critical desktops that, if they happened to crash, would take at least a day to repair in the past, adversely affecting business. “If we had a PC that needed to be replaced or fixed due to OS corruption, it caused significant customer frustration and business loss,” says Mohammad Usman Butt, IT Security Supervisor at the Industrial Bank of Kuwait. “That desktop user could not help any customers, and customers would have to be re-routed to other clerks, increasing our customer queues. It would take our support staff at least 12 hours to fix the problem, requiring them to often stay after hours to fix it. If more than one desktop needed to be fixed, it would take multiple days to get them all repaired.”

With the deployment of LANDesk® Management Suite, the bank has been able to significantly minimize downtime of desktops affected by system level corruption. “We use the LANDesk provisioning feature to capture snapshot images of our different desktop models,” says Mohammad. “The moment we receive a provisioning or re-format request, we simply connect the PC to the network and re-image it to its original state. The whole process takes about 30 minutes and the beautiful thing is that once we initiate it, it’s a completely unattended process. It saves us at least 12 hours of work for both our users and support staff.”

The Industrial Bank of Kuwait also uses the provisioning capabilities in LANDesk Management Suite to refresh its end-of-life systems. “Every year we might have 20 to 30 PCs that need to be replaced,” Mohammad says. “It used to take a month or more to prepare these for our users. Now we simply prepare a single PC, image it, and then deploy that image using multicast to the remaining PCs. This allows us to provision all the PCs in less than an hour, saving us at least a month’s worth of effort.”

#### Fast and Simple Updating and Patching

LANDesk® Management Suite has also had a significant impact on the bank’s ability to streamline its software distribution efforts. Before using the LANDesk® solution, every time a new software release or upgrade came out, the bank’s technicians would have to visit every desktop on all 16 floors of its building and manually make the upgrade. This typically had to happen after hours and required the technicians to upgrade one machine at a time, sitting at each desktop through the entire process. The overall effort would usually take weeks to months to finally finish.

“Upgrading new software releases used to be a very hectic process,” Mohammad says. “With LANDesk Management Suite, we simply schedule an upgrade and in a few hours it’s done.”

Last year, LANDesk® Management Suite had a very positive impact on the upgrade from Microsoft Office 2003 to Office 2007 on all of the desktops at the Industrial Bank of Kuwait. “LANDesk Management Suite enabled us to upgrade the whole bank to Office 2007 in two days,” says Mohammad. “We could have done it in a single day, but we wanted to deploy it in two phases. Without LANDesk it would have taken us months or more to complete. LANDesk saved us a lot of time.”

The bank sees similar timesavings when it comes to vulnerability patching, especially for its non-Microsoft applications. “LANDesk® Patch Manager provides us heterogeneous patch management support,” Mohammad says. “We no longer have to manually download patches or track vulnerabilities for our applications. Whenever a vulnerability is released, it automatically updates us. We also no longer have to manually install the patches. LANDesk Patch Manager helps us make sure our IT infrastructure is always patched and secure.”

## Enhanced Productivity

Inventory management is another key area where LANDesk® Management Suite benefits the Industrial Bank of Kuwait. Instead of trying to maintain hardware and software inventory information manually in multiple databases or even on paper, the bank now leverages LANDesk Management Suite to gather all of its inventory data automatically and store it in a central repository. “Our asset information used to become obsolete very fast,” Mohammad says. “To do our capacity planning, every six months we would have to visit every desktop on every floor of our building to gather our inventory data. It would take months to complete. Now, the LANDesk agents automatically collect all of that information for us. So, all we have to do is simply run a query and in seconds we have a report. Not only is it much faster, but there is also a lot less human error.”

Remote control is probably the most used and relied upon feature in LANDesk Management Suite at the bank. “On average, one helpdesk call used to take 30 to 60 minutes to resolve, with each technician only being able to handle six calls a day,” Mohammad says. “Remote control in LANDesk Management Suite eliminates a lot of wasted time going back and forth to users’ desks. Our technicians can now handle more than 20 calls a day since they can respond to more than one call at a time and they can resolve problems faster. But the biggest benefit is that users don’t have to wait as long, so their work is not put on hold and customer business is not lost.”

## Productive and Secure Business Environment

The Industrial Bank of Kuwait also leverages LANDesk® Server Manager to keep all of its servers running at peak performance. “We don’t have sufficient support staff to be able to continually look at the performance of all 50 of our servers,” Mohammad says. “If a server was exceeding its capacity, we never knew about it until it stopped working and resulted in downtime of at least a day or two. LANDesk Server Manager monitors our servers for us, alerting us when any of them reach certain thresholds so we can take immediate action to prevent downtime. Before LANDesk Server Manager, we were reactive. Now, with LANDesk Server Manager, we have become proactive.”

LANDesk® Management Suite, LANDesk® Patch Manager, and LANDesk Server Manager have all combined to help the Industrial Bank of Kuwait keep its bank operations running smoothly, saving its IT staff time and keeping its users and customers happy. “The LANDesk® solutions enable us to respond quickly to business needs and to make sure there are no interruptions to business services,” Mohammad says. “To keep our environment productive and secure, LANDesk is a support center necessity.”



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— **Mohammad Usman Butt**  
IT Security Supervisor  
Industrial Bank of Kuwait