



Business Needs

- Better secure and manage the 4,000 PCs located at its corporate headquarters and 10 geographically dispersed call centers.

Solution

- LANDesk® Security Suite
- LANDesk Training
- LANDesk® Management Suite

Business Benefits

- Automatically download and manage all the updates and patches from multiple vendors for all 4,000 of its PCs
- Augment antivirus (AV) and anti-spyware efforts by automatically blocking all users from running applications known to be at risk
- Ensure that all PCs have the latest AV and spyware protection in place
- Save money by recapturing unused software licenses
- Respond flexibly and rapidly to the changing needs of employees and customers
- Simplify and optimize PC management and security efforts

N.E.W. Customer Services Companies

Securing the Power and Flexibility of Layered Protection

As a leading provider of extended service plans, buyer protection services, and product support, N.E.W. Customer Services Company, Inc. (NEW) provides coverage to more than 150 million consumers worldwide. It offers award-recognized post-sale consumer care for leading retailers, consumer services providers, wireless carriers, and financial services firms. NEW is headquartered in Sterling, Virginia and has 10 call centers distributed throughout the U.S. The company employs nearly 4,500 people who help its clients achieve financial goals, improve operational efficiencies, and increase customer loyalty. Critical to enabling its employees to service NEW's clients and consumers are its 4,000 PCs and the LANDesk® solutions that NEW leverages to manage and secure those computers.

Centrally Managed Layered Security

When NEW first evaluated desktop management solutions, it wanted one that not only streamlined and simplified the administration of all its PCs, but one that provided the ability to secure those PCs as well. As a result, NEW chose LANDesk® technology from Avocent for its ability to improve overall IT service levels as well as provide a centrally-managed layered security solution.

“We did an analysis of several different products and LANDesk came out way ahead,” says Judy Brown, senior manager of IT Support at NEW. “The different layers of security in LANDesk give us a lot of power and flexibility. Whether it’s blocking a file or rolling out a patch, LANDesk enables us to address threats and keep our PCs secure.”

A further key element of the deal was LANDesk's ability to provide optimum security of USB and portable devices. Medical staff who are required to make home visits, travel, and work increasingly outside the hospital walls needed assurance that transition of data from mobile devices to fixed PCs was secure, seamless, and complied with data protection guidelines.

Patching Peace of Mind

One of the key aspects of the layered security LANDesk provides is in the area of patch management. “A lot of companies struggle with getting their PCs adequately patched and secured, but we don't because of LANDesk® Security Suite,” Brown says. “When new patches come out, we test them in a controlled environment and when they're deemed okay, LANDesk lets us rapidly deploy them company-wide. And, if an emergency patch comes out, we can deploy it instantly. LANDesk gives us the peace of mind that our PCs are secured.”

“LANDesk provides us a huge time savings in terms of patch management,” adds Carl Leiker, a desktop engineer for NEW. “Whether it's Quicktime, Firefox, Windows, or other applications, LANDesk automatically downloads and manages all the updates and patches for you. The autofix

feature constantly searches to make sure every PC is up-to-date. Even if someone goes on vacation when we deploy a patch, it'll scan their system the next time they boot up, detect the patch is missing, and then apply it right away. That gives us the confidence that all our systems are always staying patched to the current levels."

Adding Multiple Layers of Protection

In addition to patch management, NEW utilizes LANDesk® Security Suite to report on and address a variety of other security threats, including ones that stem from users running suspect applications. "The application blocking capability in LANDesk Security Suite gives us yet another layer of security," Leiker says. "LANDesk Security Suite regularly downloads a list of applications that have been reported as being potential security threats and we can choose to block our users from being able to run them."

Even though NEW utilizes an antivirus (AV) and spyware solution from another vendor, the company uses the application blocking feature in LANDesk Security Suite to augment its protection in that area. "Not only can LANDesk block regular applications known to cause problems, but it can block spyware and virus carriers as well," Leiker says. "It's a great way to block suspect files so we don't have to rely completely on our AV solution."

To further complement its AV efforts, NEW also utilizes the inventory scanning capability in LANDesk to ensure that all of its computers are up-to-date on their AV protection. "I can't say enough about how great the inventory scanner is in LANDesk," Leiker says. "We use it to make sure every PC has the latest AV software and signatures installed, as well as other applications and their correct service pack versions. It helps us with upgrade planning, letting us know if machines have enough memory for planned upgrades. It also saves us money by allowing us to recapture unused software licenses. Inventory scanning in LANDesk is a crucial part of our administrative efforts that we constantly use and we couldn't function without it."

Optimizing Endpoint Security and Management

One of the reasons why NEW has been so successful at implementing the different layers of security LANDesk provides is because its IT team has taken advantage of training classes LANDesk offers. "We've been really impressed with the quality of training provided by LANDesk," says Brandon Hyde, a desktop engineer at NEW. "The LANDesk trainers are very knowledgeable. You gain valuable insights and hands-on expertise that really extends your ability to optimize and get even more from the solution. The training from LANDesk has definitely been worthwhile for us."

From training to LANDesk® Management Suite to LANDesk® Security Suite, all the offerings from LANDesk have made a significant contribution to the success of the IT team at NEW. "Our team has been able to accomplish a lot of great things, but the LANDesk implementation has probably been our greatest contribution to date," says Judy Brown. "LANDesk gives us the ability to be flexible and respond rapidly as the needs of our customers and employees change. It gives us a great vision of how our machines are laid out within the organization. It's easy to work with and has all the features we need. Overall, LANDesk has had a huge impact on our team's ability to be responsive, function effectively, and succeed at managing and securing our PCs."



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