

NetworkD Success Story

LOXAM



Reducing IT Overload

LOXAM, a NetworkD customer since 2002, asked NetworkD to externalize the administrative tasks of the LANDesk® Management Suite and the LANDesk Security Suite (Discrete Managed Services).

Some of the issues confronting LOXAM before it chose Sparxent Active Control by NetworkD included its lack of confidence in the information provided by LANDesk data bases as well as LOXAM's concerns regarding the LANDesk operational management.

LOXAM also could not be sure that the LANDesk agent was 100% deployed across all clients.

The No. 1 equipment rental company for industrial, building, public works and the events industry

LOXAM was created in 1967 under the name of SAM in the rental business and within 40 years it had become the European leader in equipment rental.

In 2007 the LOXAM group had an estimated annual sales of 740 million Euros. Their growth was achieved by building a network of 550 agencies established in 10 countries across Europe, as well as by extending the product range. It currently stocks 120,000 pieces of equipment and has more than 1000 client references.

Requirements

LOXAM wanted to reduce the administrative load of its LANDesk infrastructure. This in turn would allow LOXAM personnel to focus on value-added tasks. NetworkD offered LOXAM the expertise of their consultants for the operational management of its LANDesk solutions.

NetworkD Recommendations

NetworkD carried out a detailed analysis of LOXAM's computer assets, needs and issues, and proposed using Sparxent Active Control to:

- ◆ Achieve an in-depth analysis of the utilization of the LANDesk infrastructure
- ◆ Monitor the implementation of Sparxent Active Control through remote administration of LANDesk solutions
- ◆ Achieve a progressive management of LANDesk foundations
- ◆ Achieve a turnkey service for managing LANDesk agents throughout all computer equipment
- ◆ Deploy security modifications

Business Needs

- ◆ Manage rapid business expansion while working with the restraints of a reduced team
- ◆ Leverage existing software tools
- ◆ Delegate the administration of some components of the IS to partners

Solutions

- ◆ Sparxent Active Control
- ◆ NetworkD Unlimited Support
- ◆ LANDesk Management Suite
- ◆ LANDesk Security Suite

Business Benefits

- ◆ Reduction in LANDesk administration workload
- ◆ Staff able to focus on projects that create value for the business
- ◆ Maximized return on LANDesk tools



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“Sparxent Active Control has enabled us to accelerate operational use, from the beginning of the deployment phase, to improve our staff’s involvement by directing them towards tasks that create value for the company and to provide realistic and reliable data that can be shared immediately.”

Patrice Emmanuelli
Infrastructure Manager
LOXAM

Nevertheless, there is a growing complexity of asset management tools and these changes alone were not enough. Through extensive experience in asset management and IT Service management, NetworkD has developed a number of Best Practices for managing servers and work stations within the client infrastructure.

Today, NetworkD use these developed Best Practices through their operational model, when their engineers deliver Sparxent Active Control. Sparxent Active Control provides optimal administrative support to businesses via remote access. This is delivered by NetworkD engineers and supported by regular visits to the site as well as weekly telephone conferences.

This approach not only ensures that day to day asset management operations are carried out effectively, but also guarantees a personalized service that is optimized for the client’s particular IT infrastructure. This approach maximizes the benefits obtained from using LANDesk solutions.

The Added Value of NetworkD for LOXAM

“We have worked with NetworkD for the last 5 years and have created a relationship of trust” said Patrice Emmanuelli, Infrastructure Manager at LOXAM. He continued, “We have 2000 nodes managed by LANDesk Management Suite (LDMS) and LANDesk Security Suite. We implemented Sparxent Active Control in 2008; the principal benefits of working with NetworkD are outstanding response times and the support of a competent team. We have been freed up from administration of the software and now concentrate on our core business.”

Sparxent Active Control guarantees proper function of LDMS and allows LOXAM to use each of its software modules with confidence. Sparxent Active Control now takes care of the administration and monitoring of LANDesk primarily by managing the core server and the databases, with agents present on all nodes connected to the network, and by ensuring the proper function of these agents.

“Sparxent Active Control monitors us and assists us in implementing LANDesk updates so that we have the optimal version of LDMS when versions change. This assures us of a continuity of service and a responsive backoffice thus guaranteeing optimal use of the solution’s functionalities during the migration phase,” said Emmanuelli.



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“We’ve created a relationship of confidence between management and the software solutions. By relieving us of administration of the software, we’re able to concentrate on our core business needs.”

Patrice Emmanuelli
Infrastructure Manager
LOXAM

NetworkD Patch Management Services

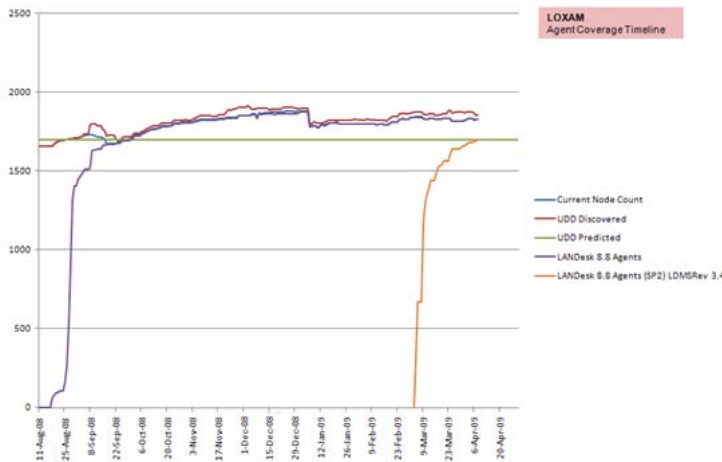
Patch Management by Sparxent Active Control reduces the level of vulnerability of work stations and servers. Since the commencement of Sparxent Active Control Patch Management Service,

Sans Top 20 Group	Detected	Scanned	%
2007 Annual Update	1569	69216	2.27%
2006 Annual Update	1522	85777	1.77%
2006 Q1 Microsoft	373	32262	1.16%
2005 Q3 Microsoft	122	52952	0.23%
2005 Q2 Microsoft	21	11193	0.19%
2005 Q1 Microsoft	28	12792	0.22%
MS08	10679	122460	8.72%
MS09	3554	13023	27.29%
Total	14314	386652	3.70%

Microsoft Office Patch
Utility / Application Patch
Superseded

the exposure of the organization against the SANS Top 20 (www.sans.org), has been reduced to a low level of 3.7%.

100% coverage of LANDesk® agents: The key to success in managing your IT system



Sparxent Active Control delivered by NetworkD maximizes LANDesk agent coverage on servers and client stations. The objective is to reach 100% coverage of the entire infrastructure. This provides a genuine and reliable view of the system as well as an up-to-date and usable inventory.

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