



# Implementation Expertise by DCM on Endpoint Solutions

## Highlights

- Unified Infrastructure for heterogeneous Operating System Platforms
- One Server, One Console for various operations, ensures high cost benefits
- Unified reporting feature for effective evaluation of security and compliance
- Effective Patch Management for Microsoft Applications and Non-Microsoft Operating Systems
- One Click automation plans for server management

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## The Client:

A multinational beverage giant based out of US, we were hired by a Global Systems Integrator to implement a solution involving IBM® End Point Manager (IEM).

## Challenges:

The end Customer wanted Patch management for Windows and UNIX servers, Software Metering, Security & Compliance and Automation for Server Management.

The mandate was to do Solution Design, Implementation and Configuration of IEM. To keep the costs under control the project was required to be executed remotely.

## Suggested Solution:

- Our team of SMEs designed, implemented and delivered the solution to the customer in USA.
- We helped the customer consolidate the end point management using IEM and helped them to migrate from their existing differentpoint applications.
- We designed and hosted the IEM server on Windows platform. The servers were installed in a load balancing mode for Optimum performance and high availability.
- We remotely implemented the following from our Delivery Center (NOC) in India:
  - Patch Management for Windows, LINUX, AIX, HP-UX, Solaris and MAC,
  - TPM for OS Deployment,
  - Server Automation,
  - Anti-Virus (Trend-Micro),
  - Software Use Analysis, and
  - Security Compliance Analytics,
- We automated processes using Relevance, Action scripts, Windows / Linux batch scripts for baselines and Customized Software package distribution based on customer requirements.
- User authentication was done from various directory services (Windows AD, LDAP, etc) and we configured mail alerts. We also successfully integrated LDAP, SMTP and other Tools with IEM.

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## The Benefits:

Compared to their earlier point solutions this solution increased performance and provided a stable and secure High Availability environment.

We did the complete implementation remotely, on a 24x7 basis and ensured reduced project timelines. This also helped in leveraging the backend resource pool for faster resolution of technical issues which came up during the execution.