



Managing your IT ‘remotely’

ITIL-compliant, three-tier remote desktop management for over 10,000 employees of a global healthcare solutions provider

When an existing client needed to enhance their IT support to include a solid desktop management solution for their global workforce, they returned to us. Our partnership with them in the past, our understanding of their business, and our experience delivering large-scale remote support, made us the ideal choice to help them again.

In modern businesses, across industries, employee IT infrastructure, primarily desktops and laptops are central to delivering their business promise, day to day. Our client was looking for a partner with a proven track record of delivering such crucial services with experience in managing varied technologies across the globe: desktop management for Windows and Mac, software installation, antivirus/malware protection, desktop monitoring, incident creation and vulnerability remediation.

About the Client

A US-based provider of medical and dental imaging systems, healthcare IT solutions, molecular imaging systems, and non-destructive testing products; with over 10,000 employee desktops and laptops serving tens of thousands of customers in more than 150 countries.

Client Situation

The client's large employee base worked on desktops and laptops of different configurations and operating systems, without a single point of contact to maintain and troubleshoot them. As their employees were located across the globe, it was physically impossible to set up a helpdesk that could attend to each issue individually at the employee desk. Therefore, a seamless remote desktop management system that could maintain all employee desktops and laptops from a single location was necessary.

The most important client expectations were:

1. Maintain desktops and laptops for employees
2. Protect desktops and laptops for external vulnerabilities and malware
3. Attend to individual employee IT needs

CSS Corp Solution

Robust foundation: An ITIL-certified, dedicated team of engineers consisting of tier 1, 2, and 3 desktop, imaging, and application-packaging engineers was set up.

Keeping systems up-to-date: CSS Corp performs monthly patch and security updates for software including Microsoft Win 7, Vista, XP, 2000, .NET Framework, Office, Project, Visio, and Works. For computers that missed the monthly patch, true-ups are run proactively to perform the update. We also perform core software updates to desktop applications such as Internet Explorer, Microsoft Office, and other production application software.

Protection against vulnerabilities: CSS Corp performs periodic antivirus and anti-malware tasks, including system health checks, rogue system detection, and maintenance of event and action progress logs. We also proactively scan for potential desktop vulnerabilities, share identified vulnerabilities with the client, and in collaboration with the client develop and run scripts to mitigate them.

Handling special requests: CSS Corp also delivers support to users with special requests, for instance, when a user requests new software, we perform remote installation and troubleshoot any problems that may occur in the process.

Seamless automation: From time to time, CSS Corp customizes OS Image based on requirement, integrating security policy/ patches/ antivirus, to automate installation and to reduce the manual intervention.

Application packaging: Ideated and developed by CSS Corp, this method captures the difference in a computer before and after an application is installed and applies the package on other computers to implement the changes.

Business Outcomes

Process improvements: CSS Corp's centralized support, and remote desktop management have proven to deliver quicker resolution and better customer satisfaction compared to their earlier system.

Cost saving: CSS Corp incorporated process and application changes saving maintenance and manual intervention costs from the client.

1. Integrated WSUS with SCCM, reducing the cost of maintaining the separate server for WSUS to push software updates.
2. Migrated Windows XP to Windows 7 using SCCM and MDT tool, which reduce the manual intervention.
3. Customized OS Image for Windows XP and Windows 7 using SCCM, which automates installation reducing manual intervention.

Improving productivity: By rationalizing and updating employees' desktops, CSS Corp helps the client reduce vulnerabilities and downtime risk, thereby improving employee productivity.

No escalations: Our delivery has resulted in nearly zero escalations, as our engineers were equipped to successfully resolve most issues.