

Standardized Managed Services for Mac Clients Enabled Performance Improvement & Reduced Cost of Ownership



SITUATION

There are about 2000 Mac devices operating within the customer's IT environment. Unlike its Windows set-up, the Mac environment was not being managed in a structured way, rather in ad-hoc basis

IMPACT

Lack of a well-defined managed services structure for the Mac clients, there were issues related to performance efficiency and security of the Mac infrastructure. Also the cost for support and maintenance was higher

RESOLUTION

ITC Infotech designed a managed services support for the customer, which is highly competent as well as cost effective, and standardized the entire set-up including, hardware platform and image components

The Customer

The customer is an S&P 500 corporation based out of USA. Through its subsidiaries, the organization owns and operates several for profit educational institutions and pioneers higher education for the working learner through its technological investment, advanced learning methodologies and international reach.

The client's internal technology and innovation team continuously thrives to develop cutting-edge, disruptive educational technologies and services that are transforming education.



The Need

The client's IT environment boasts of advanced technology set-up and is built on both Windows and Mac clients. There are about 2000 Mac devices operating within the organization. Unlike its Windows clients, the Mac environment was not being managed in a structured way, rather in ad-hoc basis. The customer wanted to change this practice and initiate a well-defined managed services structure for its Mac clients and wanted to establish standardized policies and procedures to manage the same.

Therefore, the need was to manage the Mac devices in an effective manner to obtain better efficiency, enhanced security and performance.

The Solution

ITC Infotech designed a managed services support for the customer, which is highly competent as well as cost effective, and standardized the entire set-up including, hardware platform, image components, etc.

The managed services for Mac has three components – Application Packaging, Desktop Management and Secured Client Management (SCM), and Image Build and support. Among the 2000 numbers of Mac clients, there are about 1500 devices within the client's corporate environment and about 500 within the student environment. The engagement started off with Standard Desktop Image (SDI) development for the Mac OS X machines and maintenance, followed by Application Packaging, Patch Management and overall desktop management.

To provide the customer additional flexibility, ITC Infotech has build the images that are independent of hardware, and are common for the entire Mac environment. The SCM tool that has been deployed is highly advanced and is capable of providing full inventory for the environment, self service functionalities for the users like installing individual

applications. The tool not only offers high flexibility to the users, it also offers full control for the technology administrators.

Business Benefits

- Well defined and centrally managed Mac infrastructure, ensuring a secured IT environment for the users. It has also helped to improve the overall manageability of the IT environment and assets
- Cost of ownership has come down significantly due to a competent and standardized desktop management service
- Unified and centralized support processes, leading to performance efficiency of the Mac devices as well as, increased cost effectiveness for support and maintenance services
- Better visibility for the management on the performance and efficiency of the Mac environment through regular reports and analytics

ITC Infotech's IT Infrastructure Solution Practice

ITC Infotech possesses deep expertise in standard desktop management and has successfully been managing an estate of over 250000 desktops. We design, build, and sustain robust, secure, flexible and scalable infrastructures and ensure 24X7 availability of all business applications.

Our services have delivered consistent Total Cost of Ownership (TCO) reduction across Fortune-100 class clients through multiple delivery models and Service-Level Agreement (SLA)- based services which guarantee the best solution for our customers.

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