Saint-Gobain realizes 4x ROI in Ivanti

SAINT-GOBAIN

Industry:
Building

Website:
www.saint-gobain.com/en

Solution:
Ivanti® Protect Standard

Benefits:

- The time to patch 300 U.S. servers is cut by more than 50 percent
- Each team member saves approximately one full workday every two weeks
- 20 man-days per month equals two-thirds of a position, or $40,000-50,000 in yearly salary
- The technical services group can manage a growing workload without having to add staff as quickly
- Saint-Gobain realizes a return of approximately four times its annual investment in Ivanti

As the global leader in the habitat and construction markets, Saint-Gobain designs, manufactures, and distributes high-performance building materials and provides innovative solutions to the challenges of growth, energy efficiency, and environmental protection. With 2016 sales hitting €39.1 billion, the company operates in 67 countries and has more than 170,000 employees. Saint-Gobain continues to expand rapidly, which constantly adds to the company's IT demands.

Challenge: Juggling after-hours maintenance for 300 servers

Saint-Gobain's U.S. footprint is growing organically and through strategic acquisitions. For the technical services group, which is based at the U.S. headquarters in Philadelphia, Pennsylvania, the biggest challenge is keeping pace with ongoing updates for 300 high-availability servers, many of which are virtualized. The group set out to simplify server updates, i.e., reduce the time it takes and make it easier to meet the after-hours maintenance windows of 14 business groups.

Each business group requires that updates take place during very specific time frames to avoid business disruptions. "Servers have to stay running all the time, so we have very small patch windows," said Michael Baroni, Technical Administration Manager. "A lot of times those time frames are on weekends, late at night, or in the early morning."

To meet the various maintenance schedules, Baroni and his teammates were working after hours to log in, download patches, reboot, and ensure everything ran smoothly. "Doing it manually made it hard to keep up, and it was getting worse because we had more and more servers in the data center," Baroni said. "Growth was requiring a lot more resources and making scheduling harder."

Solution: Ivanti for easy, automated patching

Baroni was tasked with finding a new solution. He tested numerous options before choosing Ivanti® Protect Standard, primarily for its ease of use. During evaluation, Baroni found some of the solutions he tested would not even install correctly.

"I tested 10 different solutions. Ivanti was by far the easiest solution out there, and it gave us exactly what we wanted," Baroni said. "We evaluated a lot of big-brand products, yet we jumped through hoops just to install a patch."

> *"We've cut the time we spend on patching by probably more than 50 percent. It's enabled us to put the resources elsewhere and get caught up on other projects."*
>
> **Michael Baroni**
> *Technical Administration Manager, Saint-Gobain*

Within a day, Saint-Gobain had rolled out agentless patching to all 300 U.S. servers. Using Ivanti, the team builds machine groups, scans them, and then right-clicks to say "deployed." Team members customize updates for the various machine groups and those tight maintenance windows.

"Once we got Ivanti set up, it was a totally automated solution. It couldn't have been easier," Baroni said. From presales to deployment to ongoing support, Saint-Gobain has found Ivanti responsive and knowledgeable throughout the relationship.

No more waking up at 3:00 am

In moving from a manual to an automated solution, Baroni and the team have seen significant relief on monthly patching. "It takes about five minutes to actually patch," Baroni said. "If I have 20 servers I'm doing at 3:00 am, I just right-click, deploy them, set the time I want to do the deployment, and that's it. It's done by the time I wake up. It's helped us dramatically."

On a recent Saturday, Baroni set a group of servers to patch in the afternoon, which he simply checked on later. He didn't have to alter his weekend schedule to get it done. Time savings like this allow the technical services group to

manage the growing workload of an expanding company without having to add staff as quickly. Baroni estimates that each person on the team saves one full workday every two weeks, across 10 people. Twenty man-days saved every month adds up to two-thirds of a position, or the equivalent of $40,000-50,000 in salary over a year. At that rate, Saint-Gobain realizes a return of approximately four times its annual investment in Ivanti.

"We got to the point where we couldn't do our other responsibilities, and this has freed up time to do the other things we need to do. We've cut down the time we spend on patching by probably more than 50 percent," Baroni said. "It's enabled us to put the resources elsewhere and get caught up on other projects."

Regular, accurate reporting

Ivanti also simplifies reporting for Baroni, who provides weekly reports to the team and monthly reports to the Paris headquarters. Reports include the full list of patches and the install dates.

In the past, Paris used separate antivirus software that reported patches to a centralized server, but it never worked correctly and often showed patches weren't installed when they actually were. "Now we can feel confident, by scanning our systems ourselves, that the servers are patched," Baroni said. "And then, we can export a report and make sure we're covered. That has saved us a lot of aggravation."

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