



Business Needs

- Achieve 100% security patch deployment, improve user support processes and create a standard desktop.

Solution

- LANDesk® Management Suite
- LANDesk® Patch Manager

Business Benefits

- Increased security patch saturation levels from approximately 35% to 100% of all 2,500 desktops at its 17 distributed locations.
- Decreased the resources required for each patch deployment operation from 288 man-hours to less than three man-hours.
- Ensured that only authorized support engineers can remotely control users' computers, while reducing the time to close trouble tickets from 45 minutes to three minutes.
- Created a deployable standard for desktop applications, while enabling application updates to be deployed using 32 man-hours instead of 960 man-hours.

AXTEL, S.A. de C.V.

Connecting with More Desktop Security and Savings

Since Mexico opened its telecommunications industry to competition in the late 1990s, AXTEL has become Mexico's largest and fastest-growing competitive local exchange carrier. The telecommunication company's 100% digital network provides customers in Mexico with integrated local, long-distance, Internet, virtual private network and other value-added services. To ensure its ability to continually deliver the superior services, support and savings that its business and residential customers have come to expect, AXTEL relies on LANDesk® Management Suite and LANDesk® Patch Manager. LANDesk® solutions save AXTEL an estimated 285 man-hours for each patch deployment, 928 man-hours for each major application update and roughly 40 minutes on each user support call.

Selection Process

"When we decided to use a desktop management solution, we tested several options, one of them was LANDesk," explains Eduardo Galván, IT operations manager for AXTEL. "After testing all of the capabilities of LANDesk® solutions, we had no doubt that it was the solution we wanted at AXTEL. It gave us the advantages of ease-of-use, low infrastructure requirements, low impact on network bandwidth and no impact on our client-installed applications or client performance, as well as easily providing us all of the information we needed from our PC installed base. But what I really liked was how fast it was to implement. It only took two weeks to install the LANDesk solution in all of our 2,500 PCs."

100% Patch Deployment Made Easy

AXTEL has approximately 2,500 desktop computers distributed among 17 geographically dispersed offices in Mexico. Making sure that all of these desktops have the latest security patches is critical to AXTEL's continuity of business operations. Before implementing LANDesk® Management Suite and LANDesk® Patch Manager, the telecommunications company didn't have the capability to ensure 100% patch deployment.

"We used to have to attack patch management manually," says Eduardo Galván Rodríguez, IT specialist for AXTEL. "Not only were our manual patch management processes slow and inefficient, but due to corporate travel limitations, we were unable to visit some of our remote offices where we had no IT personnel. As a result, we usually were only able to successfully achieve 35% patch penetration."

The introduction of LANDesk Management Suite and LANDesk Patch Manager has made dramatic changes in AXTEL's ability to deploy patches. Instead of committing a task force of 18 IT personnel to work exclusively on manual patch deployment for 16 hours, now it takes less than three hours for one person to ensure 100% successful patch penetration to all 17 of its office locations.

LANDesk® solutions have also made it easier for AXTEL to properly test patches before pushing them out to its production environment. "The LANDesk solution allows us to set up a complete patch management process," Galván Rodríguez says. "Every time a new patch comes out, we use

LANDesk to deploy it first to a predefined group of users. We give them 48 hours to evaluate the patch's impact on applications and usage. This enables us to make sure that the patch won't cause any application conflicts or disrupt the continuity of our operations. Once a patch tests successfully, we then use LANDesk to mass-distribute it to the entire organization."

AXTEL also uses its LANDesk® solutions to make sure that new or redeployed desktops meet minimum patch requirements. If for some reason a newly installed or redeployed desktop doesn't have all the required patches when it connects to the network, LANDesk solutions automatically detect this and deploy the appropriate patch levels.

Secure, Effective Remote Support

LANDesk® Management Suite has made a significant impact on AXTEL's ability to support end users because of its remote control capability. "Some of our technical support people used to use a freeware remote-control utility that presented serious security issues, as well as OS compatibility and connectivity problems," Galván Rodríguez says. "We now have a very secure remote control solution with LANDesk Management Suite. It has enabled us to address our security concerns, such that a computer cannot be controlled until its user grants permission."

The remote control capabilities of LANDesk® solutions also address AXTEL's OS compatibility and connectivity issues. The connectivity problem used to be a significant stumbling block for supporting remote users. With AXTEL's previous solution, just being able to connect to the right desktop was a major challenge. But LANDesk Management Suite makes it easy to find and remotely control any computer at any location. Through its IP address sorting capability, when a user takes a laptop on the road, the AXTEL IT staffers can find and control that laptop easily no matter where it is. Also, since LANDesk remote control minimizes its bandwidth usage, it can deliver high-performance remote control capability—even over slow WAN links.

"Remote control with LANDesk Management Suite has made our support efforts much more effective and easier to perform," Galván Rodríguez says. "We have much better response time on support calls. Instead of taking 45 minutes to close a support ticket, with LANDesk remote control, we can close it in three minutes."

Fast and Simple Desktop Standardization

In addition to improved technical support and patch management, LANDesk® Management Suite has also enabled AXTEL to establish an application standard for all of its desktop computers. The company can create a standard installation package, fine-tuning and setting the specific configuration parameters for each individual application, and then distribute that package to all of its computers countrywide.

"It gives us the certainty that all of our applications are installed properly," Galván Rodríguez says. "It also makes the whole application distribution process really easy. The last time we performed a software update without the LANDesk® solution, it took eight engineers three weeks to install the update to 800 computers. Now I can do that same update in four days, by myself."

Galván Rodríguez concludes, "LANDesk Management Suite and LANDesk® Patch Manager are great. They give me the ability to ensure operational continuity because I know our machines have the proper software and the appropriate patch levels. And we're able to resolve help desk issues faster than ever. It gives me a much better view of my infrastructure and my security state. The LANDesk solution has made my life so easy."



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— Eduardo Galván Rodríguez
IT Specialist
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