



### Business Needs

- Enhance the visibility, flexibility, and control of the management and security of its 800 endpoints distributed in six geographically distinct offices.

### Solution

- LANDesk® Management Suite
- LANDesk® Security Suite
- LANDesk® Antivirus

### Business Benefits

- Simplify patch distribution to a few keystrokes, with the ability to verify patch deployment success with 100% certainty.
- Easily block or disable any disruptive or unacceptable application.
- Rely on world-class protection against viruses, worms, Trojans, spyware, rootkits and other malicious code, with a 30% cost savings each year.
- Increased help desk customer satisfaction levels from 30% to over 65%.
- Enjoy 100% visibility into every machine on the network.

## AICPA

### Counting Up the Advantages of Layered Security and Improved Service Levels

As the national professional organization for Certified Public Accountants (CPAs), the American Institute of Certified Public Accountants (AICPA) provides services to its members in the areas of advocacy, certification and licensing, communications, education and recruiting, and standards and performance. To assist it in achieving its mission to provide CPAs with the resources, information, and leadership that enable them to provide valuable services in the highest professional manner, AICPA leverages LANDesk® Management Suite, LANDesk® Security Suite, and LANDesk® Antivirus to secure and manage the organization's 800 computers distributed throughout its six different offices.

#### Simplifying Patch Management

From its offices located in New York, New Jersey, Washington DC, North Carolina, and Texas, AICPA serves more than 350,000 members in business and industry, public practice, government, and education. To help manage its 800 endpoint computers, AICPA takes advantage of the comprehensive, flexible, and centrally managed layered security toolset provided by LANDesk.

One of the key aspects of the LANDesk® layered security approach that AICPA leverages is the integrated vulnerability assessment, patch research, patch download, patch staging, and patch distribution capabilities offered by LANDesk Security Suite.

“LANDesk Security Suite makes patch management easy,” says Ranabir Dey, director of IT for AICPA. “It only takes a couple of keystrokes to push the patches to our machines. And, after we push out a patch, LANDesk lets us say with certainty that the patch was applied. It can show us machine by machine which ones received the patch, which ones are waiting for it, and if any failed and why they failed, enabling us to correct the problem. It gives us the visibility we need to know what is going on inside all our machines, and that's a significant benefit for us.”

#### Adding Layers of Security

Another aspect of LANDesk layered security used by AICPA is the application blocking or blacklisting capability, enabling AICPA to prevent users from launching unauthorized applications, whether purposely or inadvertently. Not only does application blocking fortify AICPA's security efforts, it also enables the organization to avoid conflicts that certain applications inflict on some key applications.

“We have some mission-critical applications that don't work with some of the different downloadable toolbars that are out there,” says Dey. “LANDesk Security Suite enables us to block or disable those toolbars so our applications will run properly and our people can do their jobs. Also, if we discover any other applications that are disruptive to, or unacceptable for our environment, we can block them with LANDesk as well.”

Adding to the layers of security afforded by LANDesk, organizations can leverage the versatile antivirus protection that LANDesk Security Suite offers, using either the centralized LANDesk console to manage third-party AV solutions, or to manage and take advantage of the world-class protection and single agent simplicity provided by LANDesk Antivirus. AICPA deployed LANDesk Antivirus with its Kaspersky Labs engine and the industry's most complete threat signature database for protecting against viruses, worms, Trojans, spyware, rootkits and other malicious code.

"LANDesk Antivirus employs one of the better, if not best, antivirus engines on the market," Dey says. "Also, LANDesk Antivirus is priced better than the Symantec AV solution we had been using, saving us about 20 to 30 percent each year."

## Enhancing Service Levels

In addition to augmenting its security efforts, LANDesk® solutions also enable AICPA to enhance the quality of service it provides its users and customers. The remote control capabilities inherent to LANDesk® Management Suite play a major role in enhancing AICPA's overall service levels.

"Our help desk is mainly concentrated in North Carolina, but we need to support people in our other offices as well, including New York, New Jersey, Texas, and Washington DC," Dey says. "When somebody has a computer problem, we can use LANDesk to remote into their machine and fix it. We no longer have to have people bring in their machines to our office or send out a help desk engineer to their location. We can do almost everything remotely, giving us significant savings."

However, the increased efficiencies and savings aren't the only advantage that LANDesk remote control provides AICPA. "The improved level of service is where we get the biggest benefit with the remote control in LANDesk Management Suite," Dey says. "When people call in with a problem, now our help desk can typically resolve it on the first call. That's led to a substantial improvement on our users' perception of our help desk, with user satisfaction increasing from 30 percent to over 65 percent since we've started using LANDesk."

LANDesk Management Suite also assists AICPA to save on and better manage its software licenses. "LANDesk makes license compliance easy," Dey says. "It used to take weeks to determine the status of our software licenses, now with LANDesk Management Suite it takes five minutes or less."

Dey concludes, "The LANDesk solutions give us 100 percent visibility into every machine that we have on our network. We can instantly find out what is on each machine, its status, if it's patched, and how it's configured. LANDesk has given us greater visibility, flexibility and control over the management and security of our endpoints, while significantly increasing our overall user satisfaction. It has been a great success for us."



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— Ranabir Dey

Director of IT  
American Institute of  
Certified Public Accountants  
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