

Charming Shoppes

Saving Time, Money and Effort in Desktop Security and Management



Business Needs

- Keeping computers secure and operating at peak performance.

Solution

- LANDesk® Management Suite
- LANDesk® Security Suite

Business Benefits

- Reduced the time to deploy software to 1,500 machines from several weeks to a single day.
- Facilitated regulatory compliance and provided audit-proof reporting.
- Smoothed the integration of IT assets from an acquired business into the enterprise.
- Handled more than 800 support incidents each month without having to visit users' computers.
- Enhanced the ability to centrally manage, secure and protect its computers.

As the parent company of Lane Bryant, Fashion Bug, Catherines Plus Sizes, Petite Sophisticate, and Crosstown Traders, Charming Shoppes, Inc. is a leading multi-channel specialty apparel retailer and a leader in plus-size women's specialty apparel. With retail stores that have been in operation for more than 100 years, the company's brands have enjoyed a rich history celebrating the lives and fashion image of women wearing plus-sizes. To serve the lifestyle apparel needs of its customers, Charming Shoppes strives to deliver the very best service, fashion selection, value and fit. To support that mission, Charming Shoppes keeps its workstations in top shape with the help of LANDesk® Management Suite and LANDesk® Security Suite.

Maximized Manpower

With machines at its corporate headquarters near Philadelphia and spread across its other locations in the U.S., Charming Shoppes had its hands full keeping its users updated with the latest software and patches. However, the automated software distribution capabilities of LANDesk® Management Suite made light work of that effort.

"With very little manpower, LANDesk makes it easy to quickly get software out to our users in all of our different locations," says John Cullen, senior desktop engineer at Charming Shoppes. "Recently, LANDesk enabled us to push an Adobe Reader update out to 1,500 machines in a single day. Without it, it would have taken us weeks to service that many machines. LANDesk has definitely been a significant time saver for us."

Complete Compliance

As a retail company, Charming Shoppes is committed to complying with and adhering to industry privacy regulations. To assist in accomplishing this, Charming Shoppes leveraged LANDesk® Management Suite software distribution to deploy software to all 900 of its laptops and then relied on LANDesk reporting to make sure they all received it. Not only did the reporting make it easy for the company to verify that it had a 100% success rate, but the reports provided the audit proof it needed to demonstrate compliance.

In the near future, Charming Shoppes also plans to take advantage of LANDesk® reporting in conjunction with LANDesk® Software License Monitoring. "LANDesk makes it easy to keep track of exactly what software each machine has," Cullen says. "It will help us save on software costs since we'll be able to ensure that we don't purchase licenses that we really don't need."

Integrations Made Simple

The reporting capabilities of LANDesk® Management Suite, combined with its inventory gathering capabilities, make it easy for Charming Shoppes to discover at any given time anything it wants to know about its workstations. “One of the biggest IT issues that most corporations face is that they don’t have an accurate understanding of how many machines they have, how they’re configured and what software is on those machines,” Cullen says. “LANDesk gives you instant access to all of that vital information in a single glance. You can know exactly what you have in your environment without having to wander from one machine to another.”

This information gathering and reporting capability has also played a vital role in smoothing integration efforts for Charming Shoppes. “A few years ago, we acquired another company and needed to know what machines they had so we could integrate them into our environment,” Cullen explains. “LANDesk allowed us to quickly gather all of the data we needed to bring them into our domain, as well as see what software or configuration updates they might need.”

Support Savings

When users at Charming Shoppes experience problems, the remote control capabilities in LANDesk® Management Suite make it easy for the company’s help desk team to quickly resolve those issues so employees can get right back to work. “We average about 800 to 900 remote sessions a month,” Cullen says. “Whether it’s for our local or remote sites, that results in a cost and time savings when you think about all the instances LANDesk has enabled us to resolve without having to visit our users’ computers.”

Customized Security

To assist in securing and safeguarding its computers, Charming Shoppes relies on the patch management, vulnerability scanning, application blocking, antivirus, and anti-spyware capabilities of LANDesk® Security Suite. While the automation and centralized management aspects of the solution are major benefits for the company, it’s the ability to customize and extend its abilities that the company really appreciates.

The power and flexibility of being able to create custom definitions really stood out when Charming Shoppes had to respond to a manufacturer’s battery recall that potentially could have affected its 900 laptops. The laptop manufacturer provided a utility that could be run on the laptops to see if their batteries needed to be replaced, but running the utility manually on each machine would have caused a significant productivity drain on both users and IT personnel. So Charming Shoppes created a custom definition in LANDesk that deployed the utility, automatically executed it, and then reported back which machines needed a new battery.

“The custom definitions in LANDesk Security Suite are a big help to us,” Cullen says. “Whether it’s for updates, patches, spyware, threats, or vulnerabilities, I can use it to put a custom process in place and know that it’s going to take care of what I need it to do.”

In talking about both LANDesk® Management Suite and LANDesk Security Suite, Cullen adds, “I can’t say enough about the LANDesk® solutions. They’re great products that provide us so much functionality. Whether it’s software distribution, inventory management, remote control, patching, or desktop security, LANDesk saves us time, money, and effort.”



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