



#### Business Needs

- Effectively manage IT systems while maintaining security and compliance needs in a fast changing business environment

#### Solution

- LANDesk® Management and LANDesk® Security Suite

#### Business Benefits

- Efficient centralized administration and control, reducing helpdesk support costs
- Better asset management resulting in increased ability to control IT costs
- More secure system environment with timely patches and updates
- Software license management resulting in lower software costs and quicker audit response
- Greater protection from data leakages through external storage devices

## HDFC Standard Life Insurance Company Limited

### Achieving IT Governance and Compliance while Reducing IT Unit Cost

#### Critical Business Needs

Enterprises always face the business challenge of managing systems and maintaining security and compliance while keeping pace with regulatory and technological changes.

Technology changes fast. As a result, enterprises face increasing pressure to ensure that their IT environments are properly managed to not only take advantage of the latest technological offerings, but also to ensure that their environments are protected from evolving security threats. This holds more significance for the financial services industry due to the highly regulated nature of the industry.

As one of India's leading private life insurance companies, HDFC Standard Life (HDFC SL) faced similar challenges.

#### Widespread Difficulties

HDFC SL had to maintain a secure framework in an increasingly complex business environment and keep updated with the latest security patches and updates. It faced the challenge of efficiently installing and maintaining desktop software with a tight budget yet meeting, or even exceeding, strict audit and compliance requirements.

The difficulty was further exacerbated by the company's burgeoning and disparate IT system, with its operations spanning 13,000 agent systems across more than 500 branch locations across India.

On top of that, more than 50 percent of the branch locations were connected on slow WAN links. With expanding business requirements, the company constantly had to outfit new employees with new machines and software, apart from regular application updates.

#### Speedy Solution

To address these issues, HDFC SL decided to implement LANDesk® Management Suite and LANDesk® Security Suite software. One of the key requirements that led to the selection of LANDesk was an efficient distribution paradigm given HDFC SL's available network infrastructure.

LANDesk Management Suite and LANDesk Security Suite incorporate a range of patented technologies—including LANDesk® Targeted Multicast™ technology, peer-to-peer downloads, and bandwidth aware agents—to reduce network utilization when managing remote systems.

The operating system and software distribution capabilities inherent to LANDesk Management Suite and LANDesk Security Suite greatly streamlined and expedited those management processes for HDFC SL. These technologies provided the capabilities to efficiently take control of each user's system configuration, standardize it, and maintain it.

As such, HDFC SL didn't need to use forklift upgrades, like additional distribution servers or multicast-compliant routers and switches, in order for the LANDesk solution to work well. The end result was a relatively fuss-free implementation, with the solution installed across HDFC SL's entire domain within a couple of weeks.

## Significant Benefits

LANDesk Management Suite and LANDesk Security Suite delivered a comprehensive, integrated, secure management solution that empowers HDFC SL's IT administrators and security team to be more efficient, and to reduce costs by proactively managing desktops, servers and mobile devices, even with the company's complex IT environment.

Automating critical, yet time consuming tasks such as patch management, software installation, OS migration, and software license management created tangible savings of IT budget and man hours. For example, prior to the implementation of the LANDesk® solutions, HDFC SL typically took more than 15 days to distribute a utility package like an antivirus or operating system patch on PCs across branch locations. Now it happens within a couple of days, meaning the company makes colossal time savings on large-scale rollouts. LANDesk Management Suite and LANDesk Security Suite allowed HDFC SL to implement remote control features to reduce the cost of helpdesk support. The result was a 50 percent reduction of helpdesk tickets.

From a business perspective HDFC SL's return on investment was 47 percent within the first year alone, breaking even in 8.2 months.

Beyond cost and efficiency, another important benefit of the LANDesk solution was its strength in security. Apart from the essential antivirus, anti-spyware, anti-malware, and firewall utilities that came with LANDesk Management Suite and LANDesk Security Suite, an added feature that HDFC SL found critical to its business was the ability to manage external USB devices and implement secure policies. With all the sensitive information residing within the company, it was important that HDFC SL prevented leakage, especially through external storage devices.

## Award

HDFC Standard Life has been conferred with the CIO 100 Special Security Award for pioneering LANDesk Management Suite and LANDesk Security Suite implementation.



*"With such a rapid implementation, we were able to realize the benefits even more quickly. Security is not a product, but a continuous improvement process. We will continue to work with LANDesk as our vendor for systems and endpoint security management."*

— **Sharad Sadadekar**  
Associate Vice President, IT  
HDFC Standard Life

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