Improving Maintenance and Management of Its IT Infrastructure

INFOPRO *digital*

Profile:

France's leader in professional information and multimedia solutions: media/press, expos/events, software for experts, publications, and data analysis

Location:

Antony (Hauts-de-Seine, 92)

Solutions:

- Ivanti® Endpoint Manager, powered by Landesk
- Ivanti Patch for Endpoint Manager, powered by Landesk

Key Benefits:

- Optimized maintenance of the IT infrastructure
- Improved support
- Increased control over software and system updates
- Time saved on the deployment of operating systems
- Increased user productivity and satisfaction

As the leader in professional information in France, Infopro Digital provides professional communities with solutions designed to improve their efficiency, agility, and productivity. The company serves six major industries: insurance, manufacturing, construction, local authorities, automotive, and distribution of consumer goods.

The Context

Infopro Digital's media services include more than 60 information sites, 50 magazines (including *L'Argus de l'Assurance*, *Le Moniteur*, *L'Usine Nouvelle*, *Auto Infos*, *LSA, La Gazette des Communes*); several hundred print products (books and other works); event services, with around 40 professional exhibitions and 200 conferences and events organized each year; software and online services and tools (business directories, proprietary knowledge databases, lead-generating sites, and job boards) to help professionals in their business activities.

With an annual growth of 25% and 350 million Euros in yearly revenues, Infopro Digital has become France's leading network of B2B sites and media. The group currently employs around 2,700 people in France and abroad (Europe, the U.S., North Africa, and Asia).

The Challenge

In 2002, the IT operations team at Infopro Digital realized that the support and maintenance of the company's IT infrastructure needed to be improved. "Any support needed for a computer issue required that a member of our IT team physically go to the user and device. This not only had a considerable impact on the quality of the support, but also on employee productivity," explains Marc Edery, IT Operations Manager.

Whether it was for troubleshooting or repairs, deploying software, or installing a new operating system, employees often had to wait several hours before their computers or devices could be used again. Added to this was a high turnover rate, which multiplied the number and duration of the support visits.

Under these circumstances, the team began searching for a management solution for its IT infrastructure that would enable it to conduct a full inventory of the IT assets, and then perform remote control on those assets to improve support and maintenance efforts.

The Solution

The team quickly chose the solution proposed by Ivanti (formerly Landesk), the only company with a solution that worked easily and efficiently with Macs, and which represented a significant portion of the company's IT infrastructure. After a series of successful internal tests on both Macs and PCs, the group ordered 750 licenses of Ivanti Endpoint Manager, powered by Landesk.

"We ultimately chose Ivanti, partly because of its compatibility with Macs and partly because the solution allowed our IT team to save time, making them more efficient," explains Christian Garrez, CIO of Infopro Digital.

Considering that this was at the very early stages of remote servicing and maintenance, Infopro Digital quickly benefited from the innovative IT asset management capabilities of the Ivanti solution: remote control and maintenance, consolidated and centralized reporting, remote deployment of software and operating systems, etc. – all of this on any type of computer or configuration.

The Results

"The consolidated reporting capabilities and the remote control of devices have had a significant impact on the quality of our support team," explains Marc Edery. Maintenance and repairs can be done much more quickly and the solution enables the support team to proactively adapt responses to best address each problem. Now that operating systems and software updates can be done remotely – without requiring a technician to physically be at the user's computer – the impact on users is minimal and transparent, with no effect on their productivity.

One of the most impressive benefits concerns the deployment of new operating systems. Ivanti's automated provisioning function enables a new OS to be deployed on a device very quickly. "This type of operation now only takes about 30 minutes whereas it once took up to half a day," reports Marc Edery.

"Thanks to Ivanti, we can now deploy new operating systems eight times faster than before."

Christian Garrez, CIO, Infopro Digital

When Infopro Digital purchased the Le Moniteur press group in 2013, its IT infrastructure grew extensively. As a means of harmonizing and updating the infrastructure management, the group purchased an additional 1,250 licenses from Ivanti at the end of 2015, now totaling 2,000 active licenses currently. "The CIO's goal was to integrate the two IT infrastructures without having to hire additional employees," adds Christian Garrez. "The benefits brought by Ivanti, particularly in saving time, have been substantial."

Today, Cegedim Outsourcing helps Infopro Digital with the management and maintenance of the Ivanti solution, but the group still follows the development and updates of the tool carefully. "The relationship between our IT team, Ivanti, and Cegedim is very healthy and complementary. We know that we can call on one another for whatever we might need, and that each one of us will provide a response that best fits the situation and that is clear and realistic," concludes Christian Garrez.

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