Major retailer reduces time to patch **30,000 endpoints** from weeks to hours, streamlining provisioning, server management and inventory

The need

Streamline and automate processes for centrally controlling, managing and reporting on 30,000 servers across the enterprise.

The solution

The company deployed BigFix® because it enabled near-real-time visibility into the state of endpoints.

The benefit

The retailer can now complete a 2,400-hour deployment project in 32 hours and perform two days of inventory reporting in 10 minutes; it can proactively test and roll back changes, significantly reducing labor costs.

One of the largest retailers in the United States, with **2019** revenue of more than **USD120 billion**, and over **2,500** stores staffed by **400,000** full-time associates.

This leading national retail chain has more than **2,500** stores, and each depends on Virtual Store Architecture (VSA) as its computing platform. The VSA at each store consists of two IBM blade servers hosting at least five virtual machines (VMs) and sometimes more, for an enterprise total of **30,000** endpoints. In the company's data center, a two-person IT team centrally manages all automation functions for VSA, using a legacy solution. The retailer was interested in a better solution for managing servers and hoped BigFix would help streamline and automate the daily tasks required to control its servers, including provisioning, configuration management, and inventory of hardware and software.

Pleased with the success of the BigFix the retailer plans to extend its use to other challenges. A level 3 technology engineer at the company commented, "Because the BigFix agent on each client does most of the reporting work, the solution is very lightweight. We can have a quarter million endpoints in our primary system, and that's very powerful."

Deploying software agents to report back

The client then deployed the BigFix agent into its VSA infrastructure to achieve near-real-time visibility into the state of its servers. BigFix uses a bottom-up model so that when a client comes online, the agent automatically reports on its status. In contrast, the legacy solution used a top-down model, where clients had to be registered manually before they could be controlled.

Saving 59 weeks of staff time and more

BigFix has simplified many tasks, especially reducing the staff time required for software distribution and configuration management. In the prior environment, it took **2,400 staff hours** to deploy software on 1,500 endpoints. Now, it takes just **32 hours**. With BigFix it is also much easier to collect inventory information on all the endpoints. **Four days of staff time** has been reduced to **10 minutes**. Additionally, near-real-time insights enable staff to identify software and hardware versions on endpoints before rolling out changes. Staff now can test and mitigate issues ahead of time instead of discovering issues as they occur, resulting in a significant reduction of severity 1 incidents. Collectively, BigFix saves an estimated 59 weeks of staff time annually.

Solution components

HCL BigFix Lifecycle:

Helps find and fix problems in minutes across all endpoints. Discovers, secures and manages hundreds of thousands of endpoints on more than 90 different OS versions within hours or minutes. BigFix Lifecycle provides patching, OS provisioning, software deployment, remote desktop control, server automation, and power management.

HCL BigFix Inventory:

Dramatically reduces the time required to conduct a comprehensive software asset inventory for license reconciliation or compliance purposes. Provides valuable insight into what the organization owns—and what it has installed but does not own—along with how often the software is being used.

Take the next step

For more information, or contact your HCL Sales Specialist, HCL Busienss Partner or visit www.BigFix.com.

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