

BIGFIX ENABLES VISIBILITY, CONTROL AND COMPLIANCE OVER ALL PCs FOR ST VINCENTS & MATER HEALTH STUDY SYDNEY



CUSTOMER

St Vincents & Mater Health Sydney
<http://www.svmhs.com.au/>

VERTICAL INDUSTRY

Healthcare

CHALLENGES

- Diverse user needs, including support for cutting-edge medical technologies
- Adherence to stringent privacy laws
- Responsibility for endpoints outside Microsoft Domains controlled by the IT staff

RESULTS

- Visibility and control over 100% of endpoints, regardless of Domain membership
- Only endpoints in compliance with BigFix policy are allowed network access
- PC power management successfully implemented in a healthcare environment
- Users with minimal Microsoft Office usage

Customer Overview

St Vincents & Mater Health Sydney (SV&MHS) is the NSW-based arm of St Vincent's Health Australia which, together with its partners, is one of Australia's leading Catholic not-for-profit diversified healthcare providers with more than 6,500 employees working in healthcare, management and support services. Collectively, SV&MHS provides a broad range of acute and sub-acute services from primary prevention to tertiary level care across community, outpatient and inpatient settings as well as residential aged care.

Challenges

The IT staff at SV&MHS manages over 2,700 PCs throughout the healthcare network. With a diverse set of academic, medical practitioner, and administrative users, the IT team must provide access to the latest technologies while protecting patient privacy. Unfortunately for SV&MHS' IT staff, some of these PCs are not on a Microsoft domain or are on domains they do not manage, preventing visibility and control over these endpoints.

“BigFix brought with the partnership, a rich systems remediation platform from which to deploy end-point security. From there we discovered the power management and application deployment capability of the BigFix platform and knew we had found the complete solution we were looking for.”

*– Peter Param
Manager, IT Security*

Additionally, the IT team was also looking for ways to reduce energy usage and computing costs through PC power management, efficient security configuration and patch compliance, and improved software license management. The PC power management program needed to be highly flexible to different schedules, but integrated with patch and configuration management to eliminate security and compliance gaps.

“I think BigFix looks at the typical problems experienced by an organisation a little differently from other vendors. Instead of a one-size-fits-all approach, they’ve used modularity in their approach and have built a solution for today’s IT environment where an endpoint can be anywhere. I can buy just the functionality I need, but because it is really all part of a single product infrastructure, adding modules in the future is as simple as calling my account manager – no new system to learn, now roll-out costs, no additional hardware. This makes BigFix a sound investment.” ”

– Peter Param
Manager, IT Security

Solution Overview

Thanks to BigFix’s integrated solution, St Vincents is able to use a single system for patch management, configuration compliance, power management, asset discovery, and software usage reporting. BigFix’s ability to operate outside of direct network connections has provided SV&MHS with visibility and control over 100% of the PCs the IT team is responsible for, resulting in improved service delivery and regulatory compliance.

The SV&MHS is able to implement energy conservation with BigFix’s distributed “Wake-on-LAN” (WoL) functionality, which allows the IT team to remotely turn on PCs when they need updated configuration, patch, or other updates. The team also monitors software usage to identify opportunities for cost savings on licenses and maintenance fees.

SV&MHS plans to use BigFix Software Asset Management and OS Deployment modules in the future for additional license savings, removal of unauthorised software, and Windows 7 migration efforts.

Results

SV&MHS is now able to manage and remediate 100% of the PCs they are responsible for, regardless of Microsoft Domain membership. Patching, configuring, and identifying unauthorised software across the entire environment has significantly mitigated risk exposure to the entire infrastructure while also improving regulatory compliance.

In addition, the implementation of BigFix has alleviated resource limitations within the IT team by reducing time spent deploying software, patch updates, and configuration changes, plus travel time for on-site activities. The automation of day-to-day PC management tasks has freed up the staff to execute additional strategic projects, improving their value to the entire organization.

SV&MHS has also realised immediate cost savings through PC power management and the elimination of software licenses, such as switching some users from Microsoft Office to the free Open Office.

Why BigFix?

St Vincents & Mater Health Sydney selected BigFix for our ability to meet their unique needs in a highly distributed environment with a modular approach and minimal staffing requirements. BigFix, as part of a larger endpoint security solution provided by partner (now parent) IBM, offered the most comprehensive solution for the lowest total cost.