

Poclairn Hydraulics Standardizes and Optimizes the Management of Its IT Infrastructure


Profile:

Designs, manufactures, and markets hydrostatic transmissions

Location:

Verberie (Oise), France

Industry:

Auto Parts

Website:

<http://www.poclairn-hydraulics.com/>

Solutions:

- Ivanti Management Suite, powered by Landesk
- Ivanti Service Desk, powered by Landesk
- Patch Manager
- Xtraction

Benefits:

- In-depth, real-time visibility of all its hardware and software assets
- Secure deployment of applications and updates, including for non-Windows systems
- Optimized and flexible software deployment procedures
- User autonomy
- Improved IT team responsiveness and efficiency through intuitive interface
- Simplified reporting

Since its founding by Georges Bataille in 1926, Poclairn has offered cutting-edge solutions for transportation and motorization. Between the creation of the first trucks equipped with tires in 1935, the invention of the first hydraulic motor in 1958, and the introduction of the first multi-function brake valve in 2001, Poclairn's innovation is the driving force behind its work and growth and has filed more than 350 patents.

Renamed Poclairn Hydraulics in 1976, the company is now a world-leading specialist in the design, manufacture, and marketing of hydrostatic transmissions. It offers five principal product lines—motors, pumps, valves, electronics, and hydraulic power units—that are used in several sectors: industrial (manufacturing equipment, recycling machines, forklifts); off-road (tractors for farming, vehicles for construction, handling, and mining); and most recently, the on-road sector (city buses, trucks, light commercial vehicles).

The company strives to provide high-quality, convenient service to best meet the needs and expectations of its customers and does so by overseeing that all 2,100 employees are experts on the company's tools and work methods.

The Challenge

The Poclairn Hydraulics network includes 20 subsidiaries, 150 distributors, and eight production plants across three continents. This means that there are over 1,600 desktops and laptops being managed primarily by the group's IT organization with the help of a few local IT teams.

For a couple of years the company had been using a management solution to deploy and inventory the IT infrastructure. In 2012 when the licenses were about to expire, the IT organization determined to study other solutions on the market—particularly those that offered a *ticketing* function.

This endeavor was part of a larger company-wide project to standardize practices: “Each site had its own organization based on a minimal configuration required for the operating systems,” explains Jean-Christophe Longuet, IT Service Desk Manager for Poclairn Hydraulics. Therefore, one of the objectives was to move towards a group-wide policy to simplify the management of the desktops and laptops.”

“The strength of Ivanti’s tool is that it provides us with a much more detailed visibility of the entirety of our hardware and software assets in real time.”

- Jean-Christophe Longuet, IT Service Desk Manager

The Solution

The IT organization initially identified three contenders before ultimately selecting Ivanti® Management Suite to manage the inventory, deployment, and remote-control access to desktops and laptops. The IT team also selected Ivanti® Service Desk for the ticketing function.

In addition to offering a better value than its competitors’ tools, the solutions from Ivanti were also attractive because of their simplicity, intuitive interface, and power. “With this solution, we’re able to handle a very large number of requests, dig deep for detailed information on each device, and push the level of customization much farther,” says Jean-Christophe Longuet.

By ensuring that non-Windows (Citrix, IBM, etc.) applications and patches are deployed securely, the Patch Manager solution from Ivanti also proved to be a real asset.

With a rollout in December 2013, Ivanti currently manages all 1,600 of the company’s IT desktops and laptops.

The Results

While end users enjoyed a transparent rollout of Ivanti solutions, the benefits for the IT organization have been even more significant. Thanks to a much more detailed view of IT device inventory and the highly effective ticketing tool, the IT teams are more responsive and efficient. But Ivanti further demonstrated its strength and flexibility within the context of deployment performance. Today, the IT organization uploads packaged updates to the Ivanti portal

that users can access and install at their convenience with just one click.

“As soon as an update is available on the Ivanti website, users are alerted and are free to install them when they want,” explains Jean-Christophe Longuet. They can choose a time that will have the least impact on their productivity, without having to worry about losing their files.” In July 2016, it took less than two weeks in the Poclairn Hydraulics environment to migrate every single device to Internet Explorer 11. In January 2017, it only took a week in the environment to install a new CAD program on almost 70% of the devices, as well as a new version of Java on almost half of them.

Since June 2016, Poclairn Hydraulics has also been using Ivanti’s business intelligence tool, powered by Xtraction. This tool provides a comprehensive view—in real-time and on one screen—of all the tickets and incidents, ranked by importance, of the entire IT infrastructure. “We can now access automated reports with just one click,” says Jean-Christophe Longuet. “This is an undeniable advantage in terms of reporting and support.”

The recent decision to deploy Ivanti solutions on the company’s mobile devices (around 165 of them) was made because the IT organization feels it has developed solid expertise in using the tool and that this will further the company’s policy of internal standardization.

“We have been very pleased with the tool and we know that there are still a lot of functions to take advantage of in order to get the most out of it. That is what we are working on now to gain more experience, which will enable us to comfortably consider adding new solutions,” concludes Jean-Christophe Longuet.



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