

London Borough of Hounslow achieves council-wide efficiencies and meets stringent requirements for connection to government's secure network.

**Profile:**

Local authority serving tenth largest borough in London

Company

London Borough of Hounslow

Location

United Kingdom

Industry

Public sector

Solutions

- Ivanti® Endpoint Manager
- Ivanti® Endpoint Security for Endpoint Manager
- Ivanti® Antivirus
- Ivanti® Patch for Endpoint Manager

Key Benefits

- Robust device management helps London Borough of Hounslow monitor 2,000 PCs and laptops across 70 sites in real-time
- Automation dramatically reduces patch management process from months to weeks
- Innovative use of Ivanti® solutions achieves more with less, addressing the challenge of public sector spending cuts
- Ivanti facilitates council's adherence to stringent security controls, helping it achieve connection to government's secure network

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Overview

London Borough of Hounslow (www.hounslow.gov.uk) is situated to the west of England's capital city and serves a population of 23,000 people who speak 120 languages in total. As the tenth largest London borough, the council plays an important part in the local community, providing a range of services in education, environment, social care, and housing that cater to the rich, multi-cultural environment of its residents.

Challenge

With 3,000 council workers using 2,000 PCs and laptops, the local authority required a robust management tool capable of monitoring these assets in real time across 70 sites.

The next challenge was to simplify and accelerate the patch management process across the organisation's desktop environment, an arduous manual procedure that typically took several months to complete.

According to Dave Brockis, IT Front Line Support Manager at London Borough of Hounslow: "The need for an automatic patch distribution tool first drove the expansion of our Ivanti implementation. This is when we started to look at the solution more seriously and explore new ways of using the portfolio extensively to improve our efficiency."

When the borough's antivirus software contract came up for renewal, Dave and his team looked more closely at the Ivanti product offering and switched from its existing provider to Ivanti as a quick and easy way to see which

systems were protected and which were vulnerable, all from the same Ivanti console.

Increasingly, Dave needed an effective framework for proactively addressing some serious public sector challenges, such as widespread spending cuts and a UK government mandate for local authorities to comply with stringent network security requirements.

London Borough of Hounslow's original requirement for a remote inventory control tool has changed over time to face these new hurdles head-on. The search was on for a sophisticated solution capable of delivering efficiency, maximum return on investment, and tight security all from a single, integrated platform.

Solution

London Borough of Hounslow first deployed Ivanti® Endpoint Manager as the core platform for monitoring and controlling all hardware assets regardless of location from a single, easy-to-use console. It then installed Ivanti® Patch for Endpoint Manager to instigate a fully automated process for distributing patches across the council's desktop environment.

According to Dave Brockis, automation has been critical to the success of the project and will play an increasingly important role in the future direction of his department: "As central government continues to squeeze budgets, tighter control over our IT assets and resources is essential. We have to learn to do more with less and Ivanti's solutions will be a key component of our drive towards achieving greater efficiencies and maximising our investment in technology."

The UK government's focus on IT security issues has been a major incentive for London Borough of Hounslow to take a fresh look at the Ivanti deployment and invest further in Ivanti technology. Local authorities must comply with a list of stringent security controls before they can connect to the Government Connect Secure Extranet (GCSX), a secure, private wide-area network that enables interactions between central government departments, other national bodies, and local authorities.

Recently, London Borough of Hounslow installed Ivanti Endpoint Security for Endpoint Manager to help it control centrally certain requirements for meeting and achieving the GCSX standard. Accessed via the same console as Ivanti Endpoint Manager, the new security solution provides

integrated protection against data leakage, malware, spyware, and other malicious attacks. The subsequent addition of Ivanti Antivirus has further supported the council's commitment to security and extended the power of the Ivanti Endpoint Manager.

Results

According to Dave Brockis, implementing a best-in-class Ivanti deployment has given his team "more control over what is going on," saving time and money. The greatest achievement is in patch management, a process that now takes a fraction of the time to update 2,000 devices.

Ivanti technology has created a more stable systems management environment in which to introduce new applications and services throughout the borough.

Dave Brockis, who expects to step up the council's use of Ivanti technology over the next few years, shares this sentiment. "Cuts in public spending will force us to focus on programmes that save time and reduce cost but empower our IT staff to maintain high levels of security, stability, and performance. I predict that remote support and advanced asset management will grow in importance as resources become scarce. New advances in Ivanti technology will support our mission to achieve industry best practices, greater efficiency, and security in the future."

With the latest version of Ivanti Endpoint Security for Endpoint Manager, Dave aims to improve security with functionality such as USB lockdown—a move that Dave is confident will mark another milestone in the support group's development and highlight how Ivanti solutions can support the council's mission to do more with less and achieve even greater benefits for the borough.



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