Online Retailer, Lamoda, Manages Corporate Desktops and Servers with Ivanti

lamoda

Profile:
Online store, selling clothes, shoes, and accessories.

Location:
Russia & CIS

Industry:
Online Retail

Website:
www.lamoda.ru

Solutions:
- Ivanti® Endpoint Manager
- Ivanti Patch Manager
- Ivanti Antivirus
- Ivanti Virtual Cloud Services Appliance

Benefits:
- Up to a 25% increase in helpdesk engineer efficiency (can accomplish more in the same amount of time)
- Time spent preparing/provisioning computers for new employees has decreased by 50%
- The number of non-authorized applications in the environment, including portable versions, has been reduced to zero; notification system helps provide updates on this behavior
- Application-deployment process is now smooth and transparent; new software can be deployed within hours, not days or weeks
- Consolidated information about all assets, including detailed information about software and hardware with serial numbers and connected peripheral devices
- Discovery of unmanaged devices on a regular basis
- Monitoring of hardware and software changes
- Leverage collected data to create reports on license compliance

Lamoda is a leading e-commerce company in Russia and the Commonwealth of Independent States (CIS) focused on selling and delivering clothes, shoes, accessories, cosmetics, and perfume. The company also provides fulfillment services to many third-party partners.

Today Lamoda is one of the best-known online fashion retailers, with leading competitive positions in Russia, Kazakhstan, Ukraine, and Belarus. Lamoda's product range spans more than two million goods from more than 1,000 world brands, including official suppliers and members of the Lamoda Marketplace.

Selection Criteria for a Mixed Environment

"When we were considering different products, we focused on several factors," says Aleksey Goncharov, Head of IT Help Desk at Lamoda. "The product had to fully support all operating systems we're currently running, including Mac and Windows. We also required the capabilities of inventory, the deployment of software and updates, and OS provisioning."

This multi-platform management approach is very important because 50% of Lamoda's device hardware runs Windows, while the other half is Apple based. Having a consolidated set of inventory data about all the devices—regardless of manufacturer—also makes it easier to automate routine tasks such as software and OS deployment.

The impact to Lamoda's end users comes from providing desktops and laptops faster to new employees and those needing upgraded hardware, which enables all employees and improves overall business effectiveness. Such were the challenges facing Lamoda when it launched its search for a unified endpoint management (UEM) system. The solution had to be simple, centralized, and capable of

fulfilling all customer requirements—all with a solid level of support services and low total cost of ownership (TCO).

"We're employing the most capabilities currently available: 1) hardware and software inventory; 2) automatic OS deployment regardless of device type (Apple or Windows) as part of our 'new employee' process; 3) automatic software and patch deployment; vulnerability scan and antivirus; and alerting of inventory changes. We can also leverage the data that's collected to improve our Software Asset Management strategy. Now we better understand how many licenses we have, where unauthorized applications are being used, and how to prevent unauthorized use. We now have a remote-control feature that helps our first-line engineers support remote locations."

—Aleksey Goncharov, Head of IT Help Desk

Manage and Protect

Goncharov continues, "According to company policy, we must manage and protect all corporate desktops and laptops. It makes no difference if the device is connected to the corporate network or not. So we were looking for a solution that could handle not only connected devices, but also devices not directly connected such as laptops of mobile workers and remote representatives of the company. It was important to unite these two different computer groups and be able to manage them from a single console and a unified approach."

The Virtual Cloud Services Appliance from Ivanti helps Lamoda control and manage mobile users' devices located around the country. Tracking hardware changes and receiving notifications has helped Goncharov's team monitor key components from an IT perspective as well as from a security point of view.

Efficient Support

According to Goncharov, since implementing Ivanti Endpoint Manager the quantity and quality of inventory data has improved. "The integrated remote-control capability allowed us to use the single tool to manage corporate desktops and laptops," he says. "Automating

routine tasks saved support engineers additional time and freed them to participate in other projects. Vulnerability detection and remediation, as well as antivirus protection, helped create a multi-layered protection against malware."

Ivanti Endpoint Manager supports many different file formats for distribution packages, simplifying the process of preparing packages. Patented technologies such as Peer-to-Peer Downloading and Targeted Multicast help reduce bandwidth consumption and deliver packages faster with less traffic, even to remote offices. About 100 software packages have been created and now are being used.

Results

"We have definitely improved efficiency by implementing Ivanti," says Goncharov. "We've simplified significantly the process of providing computers to new employees throughout the complete lifecycle: adding new devices to the environment, automatic OS deployment and configuration, joining to a domain, assigning device names, and software license management. Our first line of support gained all the functionality necessary to handle daily tasks, and the well-defined, role-based approach to user management created an opportunity to initiate an activities audit."

www.ivanti.com

1.800.982.2130

sales@ivanti.com