



PROFILE

Largest independent tire retailer in the U.S

INDUSTRY

Retail

NETWORK

- 6,300 Windows PCs (5,300 of which are point-of-sale terminals)
- 250 Windows servers
- 826 locations in 23 states

SOLUTION

- Ivanti® Management Suite

KEY BENEFITS

- 88 percent reduction in provisioning time and costs
- Single console increases productivity
- Reporting function speeds audits
- Automatic patching and software updates reduce risk of potentially thousands of dollars in PCI penalties
- PCI audits are faster and require less preparation time
- Excellent support

Discount Tire Company

Automating Systems Management Is Key to Quality Customer Service in Retail Stores

Overview

Discount Tire Company, founded in 1960 and based in Scottsdale, Arizona, is America's largest independent tire retailer. The company currently employs more than 14,000 people, operates 826 stores in 23 states across the country, and in 2011 posted revenues of over \$3 billion. Discount Tire was recognized by Forbes magazine, which ranked it 133 out of 500 for annual revenues of a privately held company.

Challenge: Reduce Time and Costs of Provisioning, Inventory and Maintaining PCI Compliance

Discount Tire Company is known for its excellent customer care. Satisfied, loyal customers return time and again for the company's quality products and services. Every business unit in the company is committed to delivering a high level of customer service, and the IT department plays a central role. "Our number one priority," said Michael Driver, Senior Technical Analyst, "is keeping our network and point-of-sale [POS] terminals up and running 24/7. If a system is down, that means the store cannot check inventory, access customer information or schedule appointments. Any downtime causes delays for customers and impacts customer service. Getting them back on the road in a timely fashion is our goal."

Provisioning Costs Alone Reach \$33,000 a Year

The key to limiting or eliminating downtime is systems management. "Before Ivanti, one of our biggest challenges was provisioning and software distribution," continued Driver. "All of our applications and images were installed via scripts, which were time consuming. On average we provision six machines each day. At, let's say, four hours per machine, that runs upwards of \$33,600 a year for provisioning."

Using Several Tools Is Frustrating and Time Consuming

Discount Tire deployed several automated tools for inventory, remote control and other administrative tasks, but using multiple solutions was inefficient. "The tools were not very secure or powerful and did not provide good reporting capabilities," explained Driver. "It took a lot of time to troubleshoot machines, perform maintenance, gather inventory and do other routine jobs when you had to move from one tool to another. Not having all of our inventory and other key support data in a single console was frustrating."

Complying with PCI Standards

Another big challenge was proving compliance with Payment Card Industry Data Security Standards (PCI DSS). "Once a year, we voluntarily hire auditors to verify that we are PCI compliant," said Driver. "Being compliant means proving, among other things, that all of the latest security patches and antivirus definitions are current. Additionally, vulnerability assessments and risk analysis reports allow us to prioritize actions to mitigate security vulnerabilities as required by PCI standards. Costs for noncompliance begin in the six-figure-dollar range, so this is an important responsibility for us. What we needed was a management system that could help secure our environment and provide detailed reports for the PCI auditors."



Solution: Automate Systems Management

Driver and his team researched the principal vendors in the marketplace and narrowed their list to three industry-leading solutions. "In the end, we chose Ivanti® Management Suite because it delivers everything we needed and more," noted Driver. "We especially liked their administration console because it is easy to navigate and all of the functions are seamlessly integrated. With Ivanti we can easily move among the features, going from inventory to security to software distribution without effort, which considerably increased our productivity."

Provisioning Costs Decrease 88 Percent

With the automated solution, Driver's team can install operating systems and other software in a fraction of the time. "We now deploy a base image that contains our core software," said Driver, "and we use templates to install applications that are specific to a department or location. It only takes 30 minutes to provision a machine, which has reduced our provisioning time and costs by 88 percent."

Single Console Speeds Troubleshooting, Increases Productivity

Supporting the company's users from coast to coast has become much easier. "With 6,300 PCs and POS terminals spread among 826 locations, accessing all of the tools we need from a single console was key," said Driver. "Now when we troubleshoot an issue, the technician has a multitude of tools that allow him to quickly assess the system and implement a solution. He can do everything he needs to do from one place, which significantly improves the support we provide. This keeps the user—and in the long run, our stores' customers—happy. Ivanti's inventory capabilities puts accurate information at our fingertips when diagnosing a problem."

Automatic Reports Reduce Audit Time and Trouble

That same accurate information also makes PCI audits go smoothly. "When the auditors come in and see that we have a solution that automatically deploys patches and keeps our antivirus software current as well as other applications that are essential to PCI compliance, everything goes like clockwork," explained Driver. "The solution's reporting capabilities are especially helpful. When the auditors ask questions, we just pull up the answers they need. It's that simple. Without Ivanti, we would have to find much of the information manually and spend hours preparing for audits. Now, we can generate anything they need in a matter of minutes."

Support Matches Solution

Driver also feels the support he receives is on par with the quality of the solution. "We call all of our vendors for support from time to time," he said. "With other vendors, we've found that the quality of support varies, but with Ivanti it's consistently excellent. The technicians are always knowledgeable about the tool and resolve issues in a timely manner. The caliber of the solution and its support confirms that we made the right choice."

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— **Michael Driver**
Senior Technical Analyst
Discount Tire Company

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