MATRIX42

SMARTER WORKSPACE – BETTER LIFE

NTT Communications | NTT Com Security

NTT Com Security automates workspace management with comprehensive Matrix42 ITSM solutions

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COLIN HUMPHREYS

Colin Humphreys, Corporate IT Director, NTT Com Security

NTT Com Security (formerly Integralis) is a global information security and risk management organisation, and part of the global NTT Communications Group. Organisations across all sectors trust NTT Com Security to identify, prioritise and deliver security and risk management. To help achieve this, NTT Com Security has turned to workspace management expert Matrix42 UK.

It is implementing a suite of Matrix42 solutions that enable more efficient physical management and software licence compliance along with deployment of two Service Desks, and vastly improved self-service and software deployment. The project will enable NTT Com Security to more efficiently meet ISO27001 certification, ensure software compliance and gain greater business and operational agility.

SITUATION

NTT Com Security works with global companies, government agencies and fast growing, market leading organisations in every sector to provide a consistent approach to practical security solutions. It relies on a strong technology foundation to achieve this.

NTT Com Security (formerly Integralis) is a global information security and risk management organisation, which delivers a portfolio of managed security, business infrastructure, consulting and technology integration services through its WideAngle brand. NTT Com Security helps organizations lower their IT costs and increase the depth of IT security protection, risk management, compliance and service availability.

Challenge

NTT Com Security needed to improve the automation of key processes and demonstrate best practice for IT service management. It wanted to apply the latest solutions within its security and ICCM helpdesks whilst looking for an easier way of managing physical devices and ensuring more efficient management of compliance and software deployment requirements.

However, the challenge of meeting the ISO27001 information security standards was becoming increasingly complex. NTT Com Security needed to improve the automation of key processes and demonstrate best practice for IT service management. It wanted to apply the latest solutions within its security and ICCM helpdesks whilst looking for an easier way of managing physical devices and ensuring more efficient management of compliance and software deployment requirements.

The company carried out a detailed competitive evaluation of the major vendors in the IT service management space. NTT Com Security chose Matrix42 and the workspace management suite of solutions. Colin Humphreys, Corporate IT Director at NTT Com Security explains:

"Today, businesses need to protect data and manage risk across a variety of IT architectures. The effective delivery of our risk and information security management services relies on establishing our own efficient IT infrastructure. We were therefore looking for a partner that could use ITIL best practices and support a multi-country roll out of the latest technology solutions for managing the modern workspace. The Matrix42 UK team has helped us improve our internal IT service management, meeting tight deadlines and challenging requirements along the way. The flexible business model met our needs closely and by rationalising the systems we currently use, we expect to achieve a broadly cost-neutral deployment over three years. Additionally, we have complete confidence in Matrix42's ability to support our global requirements."

SOLUTION

Consultants from Matrix42 worked closely with Humphreys and his team to create a staged implementation plan for the Matrix42 workspace management solutions. A key requirement identified at the outset of the project was that it had to meet demanding timescales.

The first stage required the team formed of NTT Com Security staff and Matrix42 consultants to implement two replacement Service Desk solutions for security and the existing helpdesk from ICCM. Humphreys adds:

"We had just six weeks to implement Matrix42's Service Desk solution – globally within NTT Com Security. The project team worked incredibly hard to ensure that we met our deadlines and this was a key component in meeting our ISO27001 reporting requirements. Matrix42 enabled us to implement, configure, train users and deploy the Service Desk across multiple countries within a challenging timeframe."

With regular software audits, NTT Com security required a powerful licence compliance solution. Matrix42 Compliance and Matrix42 Physical will allow software licences to be managed more effectively. It enables the provisioning of new operating systems, applications and services to be accelerated. Additionally, automatic compliance, license reporting and application usage tracking enables software usage to be optimised across the enterprise.

Humphreys comments: *"By ensuring more accurate compliance we minimise our business risk and increase opportunities to rationalise software licence costs which can have a major financial benefit. We are also better prepared for future software audits. Based on the customer references that Matrix42 supplied, we were confident that they could cope with much larger corporate requirements and therefore offered us a scalable, future proof solution."*

Solution

NTT Com Security is implementing a suite of Matrix42 solutions that enable more efficient physical management and software licence compliance along with deployment of two Service Desks, and vastly improved self-service and software deployment.

Thanks to the deployment of Matrix42's Corporate Workspace Management solutions we have improved compliance and reporting capabilities and increased our operational efficiency. They have enabled us to introduce higher levels of automation and develop greater business agility.

COLIN HUMPHREYS

Colin Humphreys, Corporate IT Director, NTT Com Security

BENEFITS

Humphreys is pleased with the overall results from working with Matrix42:

"Thanks to the Matrix42 Workspace Management solutions, we are now in a position to use a single integrated solution to manage our Physical, Compliance, Service Desk and Self-Service requirements. It is clear that this integration creates significant synergies for organisations that want to meet both the requirements of employees and the aims of the IT operations."

Since the first milestones on the project were completed, NTT Com Security has additionally turned to Matrix42 to improve the software installation process. Humphreys adds: *"Deploying software can be a time consuming process and I was impressed with Matrix42's capabilities for automatically packaging software and then remotely provisioning this to our machines with their brilliant Package Robot. Furthermore once we found out about the cloud based Package Cloud we saw incredible efficiency opportunities. With 430+ pre-built software packages and seamless integration with the other Matrix42 solutions, we can quickly package applications into the self-service portal. This has revolutionised our deployment and provisioning capabilities, saving over 95% of the time that was previously required, which frees up our staff to undertake more value added activity."*

Humphrey's sums up the benefits of working with Matrix42: *"Thanks to the deployment of Matrix42's Corporate Workspace Management solutions we have improved compliance and reporting capabilities and increased our operational efficiency. The Matrix42 solutions benefit from the design and precision that you would expect from a German vendor. They have enabled us to introduce higher levels of automation and develop greater business agility. I have also been very pleased with the local technical resources - their expertise and obvious enthusiasm for the Matrix42 solutions have contributed to the success of the relationship and I look forward to working with them on future projects."*

Matrix42 is a top provider of workspace management software. The company offers forward-thinking solutions for modern work environments under its 'Smarter workspace' motto. More than 2,500 customers around the world, including BMW, Infineon, and Carl Zeiss, currently manage approximately 2.5 million workstations using workspace management solutions from Matrix42. Matrix42 operates successfully in six countries – Germany, Austria, Switzerland, the Netherlands, Great Britain, and Sweden. The company's headquarters are in Neu-Isenburg, near Frankfurt am Main in Germany. Founded in 1992, the company has been part of the Asseco Group since 2008, one of Europe's largest software providers.

Matrix42's products and solutions aim to provide and manage modern working environments, physical, virtual or mobile workspaces, simply and efficiently. Matrix42 focuses on user orientation, automation and process optimization. The company's solutions optimally meet both the requirements of modern employees who want to work from any location using a wide variety of devices and the company's IT operations itself.

Matrix42 offers its solutions to organizations across different sectors who value forward-looking and efficient workspace management. The company successfully leverages close relationships with partners such as TeamUltra, Incit Technology, TAP Desktop Solutions GmbH, Consulting4IT GmbH and DSP IT Service GmbH, who provide local implementation and support services to Matrix42 customers.

MATRIX42
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