

»» LANDesk® Success Story: The Henkel Group



The Henkel Group, headquartered in Dusseldorf, Germany, includes a Consumer and Craftsmen Adhesives division that has made high-quality glues for more than 126 years. Its current line of more than 3,000 adhesives for home, school, office and craftsmen include the Pritt, Pattex and Super Bonder brands, considered the world's number one brands.

Closing the Efficiency Gap

With just nine IT staff manually managing the 900 systems at its Mercosur locations (Brazil, Argentina and Chile), Henkel lacked effective control of its hardware and software assets; had critical gaps in its system security, leaving its systems and productivity constantly vulnerable; and was spending more on operating costs than necessary.

Henkel needed to address these concerns and wanted to “make people’s lives easier” by simplifying the work of its IT staff as well as increasing the satisfaction of internal system’s users—those relying on the systems managed by IT. Thus, Henkel began researching how to more efficiently inventory systems and automatically control and distribute patches and software applications. “We wanted full control over the IT park worldwide as well as a better way to plan for future investments,” says Adriana Bianca, IT manager.

Henkel chose LANDesk to provide a system and patch management solution for all its operations worldwide and started its implementation at the Mercosur operations. “Defining the platform took a long time, due to the high number of solution providers in the market. LANDesk won our business by offering an easier-to-use solution as well as a good cost-benefit analysis,” comments Egberto Lotito, IT coordinator for the company’s Brazilian location and project lead.

Realizing Rapid Benefits

Lotito and his nine staff worked with two consultants from Henkel’s LANDesk® solution provider to implement LANDesk® patch management capabilities. Almost immediately, Henkel began realizing the benefits of its LANDesk® solution. “In just one month, we were already covering all 900 machines at the three locations, including desktops and notebooks used mainly to access the SAP management system and e-mail,” Lotito says.

Among the first benefits realized was the ability to assess the vulnerability of its IT environment and distribute patches automatically. Updating Windows patches, which used to take 15 days with a staffer going from machine to machine, now takes just two days and can be done remotely. “With this implementation, we’ve reduced operating costs and left viruses behind, which had been ahead of us for a year”, says Lotito.

Business Needs

- Gain effective visibility of and control over hardware and software assets.
- Address critical gaps in system security with a means to automatically control and distribute patches and software applications.
- Mitigate lost productivity due to system downtime.
- Reduce operating costs and increase efficiency.

Solutions

- LANDesk® Management Suite
- LANDesk® Patch Manager subscription service

Business Benefits

- Keeping pace with new viruses and patch needs.
- Remotely implementing Windows patches in just two days—at three different locations—compared to the previous requirement of 15 days for a staff member to travel from machine to machine.
- Visibility into view all desktops, notebooks and their contents and precise knowledge of the number of licenses needed.
- Reduced operating costs.
- Increased user satisfaction.



Extending the Rewards

Henkel is now rolling out its LANDesk® implementation to include all the capabilities of LANDesk® Management Suite, particularly automated software installations and maintenance in addition to the patch management capabilities already in use. The full rollout will give Henkel an even more precise picture of its IT management processes and investments.

Even now, though, Henkel is pleased with the results LANDesk solutions are delivering and is 100-percent confident that it has met its goal to “make people’s lives easier.”

“Our life is better now regarding security and productivity aspects. One year ago, no one could say for sure how many items we had in our network. Today, we can view desktops, notebooks and all their contents. We have reports that are updated in different ways, by cost, user or area. And we know precisely the number of licenses the company needs,” says Lotito.

For the more than 500 employees using Henkel’s managed systems at its Mercosur operations, the life at Henkel is easier too, because of the noticeable improvement in the speed and efficiency of help desk services. “Now, the technician detects the user’s machine and performs all the work remotely,” says Lotito—resulting in a significant reduction in downtime and consequent increase in satisfaction.

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—EGBERTO LOTITO, IT COORDINATOR
FOR THE HENKEL’S BRAZILIAN
LOCATION AND LANDESK®
IMPLEMENTATION PROJECT LEAD



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