

Modern Mutual Insurer Modernizes IT Service and Endpoint Management



Profile:

One of the UK's largest mutual insurers.

Location:

Brighton, United Kingdom

Industry:

Financial Services

Website:

www.onefamily.com

Solution:

The Ivanti® solution includes Service, Asset, Endpoint Security, Unified Endpoint Management, and reporting and dashboard capabilities.

Key Benefits to OneFamily:

- Modern, automated self-service management that enhances user outcomes
- Easier patching and upgrades
- Endpoint asset management—mapping, compliance, reporting
- Uniform management practices and processes across all major endpoints. Enhanced reporting and dashboard visualization facilitates future data-driven decision making

OneFamily has quickly emerged as one of the UK's largest modern mutual insurers, serving over 10 percent of UK families with financial services products including life insurance, savings, mortgages, bonds, and ISAs. Externally, OneFamily's products and services are used by two million UK customers. Internally, Russell Taylor, IS Service & Desktop Manager, supports 550 user endpoints, across a mix of devices—including desktops, laptops, mobile devices—and across multiple operating systems: Windows, iOS, and Android.

The Challenge

Previously, OneFamily was supporting users and devices through an in-house service management system; however, ongoing company acquisitions resulted in significant increases in the number of endpoints routing queries for assistance. With service desk wait times and pressure on IS staff rapidly increasing, the service management system had quickly become a major bottleneck on productivity.

Embracing the opportunity for change and modernization to cope with the dynamically changing infrastructure, the IS team explored the option of a solution with fully featured integrated systems management. When operational, this system would offer OneFamily full service desk management, endpoint management, patching, reporting, and ongoing change management.

“Back in 2013, we examined in detail the annual inbound queries from the 23,000 largely internal, logged incidents reaching our service management system, which was then frankly becoming a congestion point. As expected, the vast majority of these inbound requests were standard issues and we recognized that if we could automate the process through user self-service then we would dramatically cut service times.”

Russell Taylor
IS Service & Desktop Manager

Facilitating self-service hinged on the proposed new system having built-in intelligence to recognize and route the query to the appropriate resource. Having used other Ivanti software solutions within the estate, Russell commenced evaluation of Ivanti's IT Service Management capabilities for change and problem management, alongside patch and software management for full endpoint management.

The Solution and Subsequent Results

OneFamily concluded its stress testing and opted to install the solution from Ivanti in a phased, three-month rollout. Four years into adoption, IS remains firmly in the driver's seat with users accessing Ivanti's IT Service Management capabilities for requests and service incident updates. Users happily self-serve, creating incidents and adding extra information fields when prompted. Ivanti's IT Service Management solution then classifies automatically the correct service level required, and categorizes each into systems issues, application issues, or data-fix issues. When required, the software generates detailed management information reports that highlight fluctuations.

Patch management was another notable achievement in the solution module rollout. OneFamily needed a simple, dynamic process to manage ongoing updates required for apps and devices. Using the Unified Endpoint Management capabilities, IS first gained a complete discovery of the endpoint devices in usage. Then, by deploying patch management, OneFamily could locate and identify which endpoints required patch updates and then automatically install and run. The final stage of the patch management process involves the software generating reports on assets updated. These reports provide IS with recognition for compliance and live licence usage stats across the enterprise, together with a clear and complete mapping of the lifecycle of devices and apps.

"There are so few solutions available that offer the detailed asset discovery functionality that we are enjoying with Ivanti. For the past four years we have enjoyed an accurate, just-in-time picture of what's running on the estate. And without manual intervention, we are assured that the endpoints are updated. That's an almighty IT overhead alleviated each day."

— Russell Taylor
IS Service & Desktop Manager

As a long-term Ivanti user, Russell can reflect on the features provided through R&D and Ivanti's best-of-breed acquisition program that has pulled new technologies into the product family and into OneFamily. For example, the integration of Xtraction reporting and dashboard capabilities provides the management team with unified reporting for granular, data-driven decision making. The resultant colorful, tailored management reports form the backbone for future IS expansion decisions.

Russell concludes: "This Ivanti solution has helped OneFamily enforce much-needed IT disciplines from a service perspective, uniting and empowering different stakeholders to control and manage IT across the organization. At a single price point, we have essentially gained multiple advantages for users and IS alike, mapping, serving, provisioning, and most importantly, controlling our valued assets."



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