

Unified IT Helps Fusion5 Transform Operations



Location: Australia

Industry: Managed service provider

Website: fusion5.com.au

Solutions:

- Ivanti® suite of Unified IT solutions

Benefits:

- Met GDPR, ISO 27001:2013, and Australian/New Zealand Privacy Act requirements
- 70% reduction in audit cost through consolidation and automation
- Improved security posture by speeding up patching and reducing the attack window

A Platinum Ivanti Partner and a significant managed service provider, Fusion5 has over 800 customers, mainly in Australia and New Zealand. Following recent growth, the company needed to bring together disparate tools and systems into a single control framework. On top of that, key government agencies were adding non-negotiable terms and conditions around governance and compliance. Not only did Fusion5 need to meet these requirements, it needed to manage its own risk and improve its quality of service.

Challenge

Manual reporting efforts obstructed ISO certification success.

ISO 27001 certification is a set of rules that Fusion5 adheres to in order to manage compliance. Fusion5 had previously failed to achieve ISO 27001 certification due to the massive manual efforts the process required. The introduction of the Ivanti Enterprise License Agreement (ELA) provided a cost-effective approach to bring together the InfoSec framework with the visibility and reporting Fusion5 needed in such a short time.

With the approach selected, the company then had to come up with a solid methodology to implement the ELA successfully. "We looked at the most critical problem inhibiting us," said Fusion5 CTO Edward Zarzour. "We did not have a reliable view of all our IT assets and quickly decided that phase 1 had to be modernising our IT asset management processes."

Solution

Automated processes eliminate tedious manual actions.

Zarzour continued, "We already had an Enterprise Service Management platform in place servicing our customers and employees (Ivanti Service Manager), but we had no automated way to populate our single source of truth of IT assets. So we deployed Ivanti Endpoint Manager to start discovering our hardware and software

assets and Ivanti Xtraction for real-time dashboards to monitor our inventory.”

“Once our assets were under control,” Zarzour said, “we now knew what we needed to secure. For employee devices we used Endpoint Manager for patching, and for our Azure landscape, we implemented Ivanti Security Controls for agentless patching of our virtual servers. Then came Ivanti Automation and Ivanti Cloud, which closed the loop on our proactive problem management capabilities and our ability to support and secure the devices of our distributed workforce. This was a key part of our business continuity plan, and has served us well as we find ourselves now responding to the demands of the COVID-19 pandemic.”

He added, “We are now in the process of implementing Ivanti Application Control and Privilege Management to fortify our security posture and minimise our operational risk even further. The deep auditing capabilities in this technology provides constant feedback into our continuous improvement plan.”

“Thanks to our Unified IT journey my team is now an enabler for the entire organisation and is involved at a strategic level.”

— **Edward Zarzour**
CTO, Fusion5

Results

Unified IT enhances client confidence.

Since implementing the Ivanti Unified IT solution, Fusion5 is pleased to report that its clients’ confidence in the company is higher than ever. Among the benefits is the greater level of granular control clients can now have over their end users’ workstations. In the beginning, Fusion5 was a bit cynical of Ivanti’s ability to deliver all the policy controls and automation it claimed. Not only did it end up working, it worked dramatically better than expected.

“We were busy digitally transforming business processes for our customers when I realised that IT operations are also critical business processes,” said Zarzour. “Like most of our customers, we were just too busy keeping the lights on that we had no time for innovation, but thanks to our Unified IT journey my team is now an enabler for the entire organisation and is involved at a strategic level.”

Fusion5 cuts compliance, software, and hardware audit times significantly.

It once took up to seven days to complete a compliance audit. Now it can be performed in a day and a half, as all the information Fusion5 needs to serve its audit requests is available in a single dashboard coming from a single change-management platform, through which it can prepare for the audit and act on any anomalies quickly.

Accounting for hardware assets across nine offices and multiple Azure landscapes was extremely labour-intensive and impacted resourcing of customer projects during audit times. Now it takes no longer than a couple of hours and is done by one person. Fusion5’s visibility into its software assets through Ivanti Cloud has reduced to a few seconds the investigation time of any question an auditor has. The built-in reclamation Smart Advisor in Ivanti Cloud monitors unused licensable software. It quickly identifies software rarely used so those licenses can be recovered, and identifies any upgrade paths that may be beneficial. Gaining all of these time efficiencies has translated directly into cost savings through tool consolidation and freeing up resources to focus on high-value work.

Learn More

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