



Overview

The need

To create a successful SaaS offering, Orange Business Services needed a unified delivery platform that would reduce service delivery costs and support hundreds of thousands of endpoints.

The solution

With the IBM® BigFix® solution, Orange Business Services has a unified platform to help companies control compliance and security of PCs, Macs, servers, virtual machines, and mobile devices.

The benefit

Orange Business Services helps clients save hundreds of thousands of dollars and grows revenue with efficient endpoint management.

Orange Business Services

Helping clients save hundreds of thousands of dollars

Orange Business Services is a leading global integrator of communications solutions. The company is a subsidiary of France Telecom Group, one of the world's leading telecommunications operators.

The need

Orange Business Services' Secure My Device solution is a subscription-based service that helps organizations control compliance and security of their IT endpoints—desktops, laptops, servers, virtual machines and mobile devices. "Tablets and smartphones are increasingly important for our customers and, with Secure My Device, we can provide one platform and user interface to manage all their endpoints," says Hakim Belhouchi, security product manager for Orange Business Services.

To create a successful software as a service (SaaS) offering, Orange Business Services needed a unified delivery platform that would reduce service delivery costs and support hundreds of thousands of endpoints.

The solution

Orange Business Services engineers had expected to integrate several disparate endpoint management products into a single service. However, according to Peter Dankov, a network security developer for the company, their approach changed once they evaluated BigFix technology.

"IBM BigFix is easy to use, which helps us keep operational costs low and makes the integration of services much easier," says Hakim Belhouchi, security product manager, Orange Business Services.



Solution components

Software

- IBM® BigFix®
 - IBM BigFix Protection
 - IBM BigFix Lifecycle
 - IBM BigFix Patch
 - IBM BigFix Compliance
 - IBM BigFix Inventory
 - IBM Endpoint Manager for Mobile Devices (now part of IBM MobileFirst™ Protect)
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“Our search began for a patch management solution that could fit into our existing services,” Peter Dankov explains. “But, we found that BigFix technology provided a framework to support the full range of endpoint services. It was also a leader in scalability and offered unique features, such as relays, bandwidth throttling and encryption, to help us deliver the best service to customers.”

It’s easy for companies to sign up for Secure My Device through the Orange Business Services web-based portal. “When clients subscribe, the BigFix agent is deployed across their endpoints,” says Hakim Belhouchi. “They can then select the service options they need. For existing Secure My Device clients, new services—such as mobile device management—can be deployed in minutes.”

The benefit

For Orange Business Services, the biggest benefit of this unified delivery platform is the ability to deliver high quality endpoint management services at a low cost. “IBM BigFix is easy to use, which helps us keep operational costs low and makes the integration of services much easier,” says Hakim Belhouchi.

Adds Peter Dankov, “We have had nothing but the best experience with the BigFix solution. Quality of service improved drastically and the number of help desk tickets decreased substantially when we moved to BigFix. Additionally, before, we had to train our support groups on multiple products and, when we had problems, we had to work with multiple vendors. Reducing the number of products we use has lowered our total cost of ownership while helping us grow revenue.”

Orange Business Services customers have realized substantial savings as well. One Orange Business Services client reduced administration costs by USD700,000 annually with Secure My Device. Another client reduced the number of endpoint management tools in use by 96 percent (from 27 to 1), generating significant savings in software licensing, maintenance and management costs.

“When we tell customers that our service is based on IBM technology, it gives them added confidence and it’s clearly a value,” says Hakim Belhouchi.

Take the next step

To learn more about the IBM BigFix solution, please contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/security/bigfix

For more information on Orange Business Services, visit:
www.orange-business.com



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