



Overview

The need

Anand Kapoor, general manager of IT for WNS (Holdings) Ltd., needed a centralized, automated endpoint management solution to manage a growing number of systems around the globe.

The solution

The IT team deployed the IBM® BigFix® solution to manage its systems, including packaging and distributing software, patching vulnerabilities and demonstrating compliance with regulations.

The benefit

WNS decreased time to deploy large-scale sites by 80 percent, reduced labor costs by 20 percent, and cut power usage by over 20 percent by deploying power management programs.

WNS (Holdings) Ltd. cuts time to deploy large-scale sites by 80 percent

IBM BigFix solution automates and centralizes global systems

A leading business process management company, WNS (Holdings) Ltd. serves more than 200 customers worldwide in the travel, insurance, banking and financial services industries. The IT operations team at WNS must deliver reliable services to support global operations. “As part of the IT operations team, I’m responsible for the data centers, systems and IT security,” says Anand Kapoor, general manager of IT for WNS. “I must ensure that the systems are available, secure and comply with whatever is needed for us to operate in each industry we work with.”

Automating manual processes

WNS’s IT operations team had relied on manual methods and multiple tools to manage systems. However, swift growth drove the need for automation and centralization. “Business at WNS grew so fast, and we were rapidly building sites in multiple geographies. We needed one system with one console to manage all of our endpoints,” says Kapoor. He and his team evaluated multiple products in the marketplace. Key criteria included value, speed and the ability to build on the solution to connect it to WNS’s enterprise systems.

With the IBM BigFix solution, the amount of time needed to scale out and build large sites at WNS has dropped by 80 percent. Anand Kapoor, general manager of IT at WNS, further explains, “We’re able to turn around delivery of software and systems faster and ensure that the endpoints are secure, up and available at all times for the business to use.”



Establishing centralized endpoint management

The WNS IT team deployed the IBM BigFix solution to manage its systems, which includes packaging and distributing software, patching vulnerabilities and demonstrating compliance with necessary regulations. “After deploying this tool, we centralized control, so we can control systems as far away as China or Costa Rica from one location,” says Kapoor. The BigFix solution connects to the enterprise systems within WNS, enabling employees worldwide to request software or systems, which the business can deploy in merely hours. The application also helps WNS rapidly deploy new systems for customers.

Cutting costs and saving time

After implementing the BigFix solution, WNS reduced labor costs by 20 percent and cut power usage by over 20 percent by deploying power management programs. The IT team also saves time. “After deploying IBM BigFix, the time to deploy large-scale sites reduced by 80 percent,” says Kapoor. The company also demonstrates 100 percent compliance on patches and vulnerability assessments. “We’re able to turn around delivery of software and systems faster and ensure that the endpoints are secure, up and available at all times for the business to use,” says Kapoor.

Solution components

Software

- IBM® BigFix®

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

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