Business Priorities:

- Enhanced security
- Consistent, global support
- Flexibility/agility
- Improved economics

Major Benefits:

- Fortune 500 quality IT services and support for a flat monthly rate
- Lower costs: staff, time, CAPEX and OPEX
- 24 x 7 helpdesk support
- Easily scales as new offices open
- Ability to focus internal staff on core competencies
- Access to subject matter experts
- One solution provider creates a single point of accountability

Global Consulting Firm Centralizes IT Across 49 Countries

Profile: Hay Group

The Hay Group is a global management consulting firm that works with leaders to turn strategy into reality. Insights are supported by robust data and achieved through developing talent, organizing people to be more effective and motivating them to perform at their best.

- Founded in 1943
- Headquartered in Philadelphia, Pennsylvania, U.S.
- 3,484 employees working in 85 offices in 49 countries
- Clients are in the private, public and not-for-profit sectors across all major industries

Business Need

The Hay Group sought to centralize the commodity aspects of IT to provide comprehensive oversight without removing regional control. The Hay Group operates in 49 countries, comprised of 14 regions with country-centric IT managers. Each IT manager was responsible for deploying their own policies for PC security and data protection, as well as providing helpdesk services to regional employees. Because they were continuing to grow rapidly (through acquisitions and organically), the Hay Group knew this IT structure wasn't sustainable. Security policies and helpdesk support needed to be consistent from region to region.

According to Hay Group's worldwide IT director, Robert Butler, the leadership challenge was to bring global order and a systemic single process to gain insight into the health of Hay Group's overall IT operations—without alienating 14 country-centric managers or compromising on regional requirements and concerns. IT managers needed to retain local customization capabilities and administrator access rights as well as the ability to inspect, verify and manage their PC fleet and users.

Technical Requirements

Butler wanted an endpoint security solution and a PC data protection solution with sufficient processes to keep the Hay Group systems current and compliant over time, as well as centralized ticketing system for its helpdesk to track and measure results. Three factors added to the complexity:

- **A diverse PC hardware population.** The Hay Group supports 14 languages (PC operating systems), with limited visibility, making it difficult to validate overall PC security.

- **Highly mobile workforce.** The Hay Group faced the growing challenges of securing an environment where 80% of user devices are mobile.

- **Inconsistent helpdesk service.** The Hay Group had IT staff across the globe delivering support to their user community, and it was difficult to provide a consistent level of service and capabilities.

To protect their PC fleet and data, the Hay Group needed a solution for PC security and backup that could accommodate diverse operating systems and languages. They also needed a centralized helpdesk ticketing system, so they could identify process gaps, quickly address issues and determine where investments needed to be made.

Solution

The Hay Group was able to centralize the commodity aspects of IT to achieve comprehensive oversight without removing regional control by leveraging CenterBeam's Unified Endpoint Management, PC/Mac® Backup and 24x7 Helpdesk. This combination addresses four critical business goals:

1. **Enhanced Security.** Moving to an endpoint security solution and a PC data protection solution keeps systems current and compliant over time. Reporting provides graphical representation of equipment status, such as security patch status, anti-virus/anti-spyware last DAT update, and the ability to see when each system completed its last successful data backup. This allows Butler and his team to identify and proactively address any risk for data loss, and simplifies their fleet management, such as identifying hardware upgrades required for new or upgraded applications or refresh planning.

2. **Consistent, Global Support.** Delivering 24x7 helpdesk support for global users, which includes consistent service no matter where or what time, highly responsive, detailed reporting and analytics, and user satisfaction measurement.

3. **Flexibility/Agility.** Automating key processes helps Hay Group perform routine operations quickly and seamlessly, such as opening/closing offices; adding/changing users. With global offices that require flexibility and scalability and as they open new sites, relocate offices, or close down projects, they expect utility computing to continue to deliver strong financial and operational benefits, as well as competitive differentiation.

4. **Improved Economics.** CenterBeam's variable cost model yielded $300K immediate savings, while reducing 13 positions and reinvesting six IT headcount into supporting business operations. Using an MSP versus building in-house offset the operational cost of hardware, software, and maintenance contracts; storage and network capacity; and expendable supply items such as backup tapes.

Benefits of Utility Cloud Computing

Right away, the Hay Group benefitted from the flexibility and cost predictability utility cloud computing offered. CenterBeam's pricing model is based on "consumption" of IT services, or pay as you go. By building one secure shared infrastructure, CenterBeam offered the Hay Group enterprise class technology at a fraction of the cost it would take to provision and support in-house. As the Hay Group opens new sites, relocates offices, or closes down projects, they expect utility computing to continue to deliver strong financial and operational benefits.

> *To provision the same services in-house, Hay Group would have needed to hire approximately 19 personnel, for an estimated cost of $1.5M per year and spend an additional $500K per year for hardware and software.*

Additionally, CenterBeam's flexible contract enables Hay Group to align its services every 30 days, ensuring IT delivery keeps pace with Hay Group's evolving business needs in a highly mobile and dynamic environment while making it possible to accurately budget globally year over year.

Other key differentiators simplified the decision to partner with CenterBeam include:

- Single source solution – one integrated solution removes finger pointing when issues occur
- Fixed monthly fees with unlimited helpdesk calls
- Ability to refocus internal IT resources on projects that support the business
- 24x7 helpdesk answered by desktop engineers, not a dispatch service
- Online, real time, IT key performance indicators (KPIs) delivered by a web dashboard
- Access to a pool of subject matter experts vs. relying on one individual contributor
- Longstanding partnerships with industry thought leaders
- External security audits and validation: AT-101certification

Security

AT-101 Certification

CenterBeam provides valuable expertise from CISSP professionals whose sole focus is to provide state-of-the-art IT management and the most current security practices to protect the Hay Group's infrastructure against evolving threats. CenterBeam's controls on security procedures, policies and best practices are certified annually by independent third party auditors. CenterBeam employs Service Organization Control (SOC) 2 reports that utilize the American Institute of CPAs (AICPA) audit guide.

> *CenterBeam's controls are based on the COSO framework, which is the same control framework SOX compliance is based on. This enables easy integration into existing audit procedures.*

Malware

Butler no longer has the stress of trying to stay a step ahead of spammers and keep pace with evolving security threats, though he can monitor CenterBeam's process using My CenterBeam, CenterBeam's customer dashboard tool. Butler can easily log in to see how many viruses CenterBeam caught in the last thirty days or view the health of Hay Group's PC and Mac® machines. For example, these were the overall results for February 2013:

- 96.1% current for anti-virus
- 97% current for Spyware, and
- 98% for patch management

Given the geographical diversity and mobility of a large segment of Hay Group's work force, these numbers are especially significant.

Summary

The Hay Group relies on CenterBeam for its integrated fleet management and service desk initiative, addressing three important areas – endpoint management and security, data protection, and helpdesk for their 3,484 employees and their devices. By leveraging the infrastructure and economics of CenterBeam's multi-tenant solution, they are able to standardize IT practices worldwide, enhance and ensure security, deliver consistent service levels, gain cost efficiencies and reduce time to market, while using best in breed applications.

Contact CenterBeam

CenterBeam can help you define your business priorities and align technology to meet your requirements. For over 13 years, CenterBeam has been simplifying IT for our customers so they don't lose any cycles on day to day IT operations.

CenterBeam offers a broad service portfolio with single vendor accountability to boost your IT performance and security. We're here to fill any IT gaps and deliver a consistent, integrated service no matter where the bits and pieces of your infrastructure reside—in the cloud, on-premise or in a combination hybrid model.

With CenterBeam, you can expect an IT partner that will remain engaged throughout the service lifecycle to make sure you are implemented correctly, your users are productive, and help you with any changes you need along the way. To learn more, visit **www.centerbeam.com**.

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