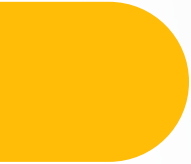




CASE STUDY

# A Journey to Transparency and Automation with 1E



"Our new troubleshooting process is often as simple as -  
find the issue, target impacted users with 1E and deploy the fix.  
It's as easy as that for us now."

**SYSTEMS ENGINEER**

Digital Workplace

## Overview

As a global leader in tax, compliance, legal and digital brand solutions, this organization started their 1E implementation journey in January 2022 using 1E's SaaS platform. Just five months on, they're ready to talk about how 1E has unlocked vital transparency, brought the service desk closer to end users and will soon enable automation at every level.



The organization's diverse business encompasses a post-pandemic hybrid workforce, with a wide range of devices and endpoints in their environment.

**Having investigated other tools lacking automation abilities during the due diligence phase, they chose 1E for its mix of scalable tools that transform productivity and scale automated processes to make life easier for the IT teams and end users alike.**

1E sat down with the Digital Workplace team to learn more about their journey to 1E through two distinct use cases.



### Read on to discover:

- ▶ How 1E enabled endpoint transparency, resolving two major security challenges by unlocking new insights
  - ▶ How the organization shortened processes and faster remediation times just months into its implementation journey
  - ▶ What's next in terms of writing and automating rules, self-healing remediation and closing the communication gap between IT and the rest of the business
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## Resolving a Security Challenge

Early on in the 1E implementation, an app called ZScaler prompted a P1 or P2 support ticket escalation in their environment. A P1 escalation in terms is when all users responsible for the technology involved (in this case, security and desktop teams) are required to check whether an action has caused the issue. ZScaler, a third-party application, was prompting some users to log in for no apparent reason – an issue that continued for a week.

Because ZScaler originated outside of the organization, its behavior presented a security challenge for the immediate security team. As a proxy app, it channels internet traffic to prevent visits to certain websites to protect networks. Multiple teams set about trying to understand why it might be prompting some users to log in and troubleshooting began. IT teams quickly converged on a lack of visibility into how the app was behaving and its effects on the end user.

After significant time and resources were dedicated to solving the problem, the team closest to the 1E implementation decided to look at how 1E's Endpoint Troubleshooting could help. They compared endpoint information in one central place in 1E and quickly identified a change in the logs. It showed that an unattended update had been pushed by the vendor, but the vendor hadn't informed the security team, so no update had been expected or subsequently reviewed.

**"By confirming assumptions and providing transparency into the log data, 1E could clarify what had happened. 1E's real-time visibility gave us the hard data we needed to demonstrate that an update went through – it was indisputable."**

## Vital Visibility into the Environment

Another clear example of 1E's value comes in the form of a P2 support ticket escalation in response to the need to remove a Salesforce Chrome browser extension. The Chrome extension was being pushed out via a group policy object (GPO) from Microsoft across the organization's environment. A support ticket was raised by a group of users to remove it from their devices, spawning an emergency change request on the priority support ticket.

On the ground, team leaders didn't realize that anyone in the organization could install Chrome extensions, so IT didn't know how many users were affected outside of the group raising tickets.

“We quickly identified that the action required was to disable the GPO, but we simply didn’t know who had the extension installed on their browser”

Using 1E, the Digital Workplace team were able to run a report to see who had the extension within the environment – something they couldn’t have done any other way. They were then able to discover affected endpoints and remediate the issue on those machines, fast.

**“1E gave us endpoint insights we couldn’t previously access, resolving this issue across networks with minimum fuss or further investigation.”**

## **The 1E Difference**

By getting new levels of visibility and transparency to feed the troubleshooting process for intermittent or inconsistent issues, the organization can now quickly identify the differences in endpoint machines and locate the root cause.

That translates into remediation and ticket resolution that’s faster than ever.

**“Our new troubleshooting process is often as simple as ‘find the issue, target impacted users with 1E and deploy the fix’. It’s as easy as that for us now. ”**

It has also facilitated new relationships – or opened up new facets to relationships – between IT and the rest of the business. IT teams have been able to tell the security team about the impacts 1E has had on the wider estate by increasing endpoint visibility. IT can now centralize support for all business units and give them the benefits of greater transparency, delivering end-to-end value across the organization.

## **What’s Next 1E?**

Having explored a small slice of what 1E can achieve in terms of endpoint visibility and remediation, the Digital Workplace team are now keen to uncover more features and scale its use.

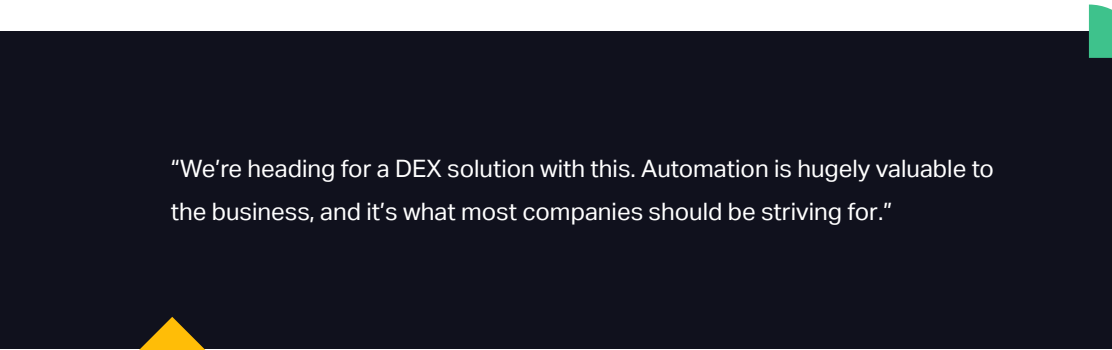
“Next, we want to deploy 1E Employee Sentiment for employees, helping to close the gap between IT and business users, where the business feels that IT isn’t hearing them or understanding their needs for the delivery of applications and desktops”

As part of ensuring the best possible end user experience across a hybrid workforce, the organization now wants to canvas organization-wide opinions and understand pain points. Email surveys are cumbersome and attract meager responses, so 1E's Employee Sentiment will enable them to create communications and gather pinpoint responses in a way to which the business should respond well.

After that, it's time to unleash the power of 1E's Endpoint Automation.

"We want to implement 1E as a tool for the security team and for us to implement self-healing fixes by writing new guaranteed state rules. It's all a bit "tomorrow's world": we have disc clean ups automated when the hard drive becomes occupied to a certain level, then running a clean up without the user even knowing, so they can get back to a safer level of free disk space. But we could take this so much further, working with employees across the business to define and write the right rules."

Ensuring that rule activation works for business teams and individual users requires further investigation and writing self-healing rules also requires detailed planning. But with 1E, the tools are there and ready to go when the team wants to further its remediation automation capabilities.



"We're heading for a DEX solution with this. Automation is hugely valuable to the business, and it's what most companies should be striving for."

And, as they are early in their 1E implementation journey at the time of this case study, they plan to report back on further successes down the line.

1E's platform enables real-time endpoint management built on a single agent for unsurpassed speed, visibility and control. As a remote endpoint management solution, it is designed to significantly improve IT's ability to support the Work from Anywhere Enterprise. See what everyone loves about 1E in action – [book a demo.](#)



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