



sustainableIT®

CASE STUDY

How 1E Partner sustainableIT is Delivering IT and Efficiencies with the 1E Platform

Executive Summary

sustainableIT is a South African technology solutions and consulting company and 14-year 1E partner that offers technology solutions and consulting services to companies embarking upon a carbon reduction strategy, with a focus on reducing energy consumption within IT infrastructure.

Read on to discover:

- ▶ **Overcomes the challenging IT skills shortage and reduces costs**
- ▶ Creates internal specialists, pools real-time data, and writes and deploys automated rules that run more than **1.5M autonomous remediations per month**
- ▶ **Reduces workplace incident volume** by as much as **23% per month**
- ▶ **Saves hundreds of thousands of hours** in engineering and project management

Introduction


Founded in 2008, sustainableIT, with offices in South Africa, has built a reputation as subject matter experts in green IT and IT efficiency.

Early in its 14-year partnership with 1E, sustainableIT used 1E Sustainability Monitoring (formerly Nightwatchman) to give clients green IT and power management capabilities. Today, sustainableIT uses the 1E platform to equip clients with the efficiency and insights to extract greater value from their IT solutions in a more cost-effective way.

sustainableIT is now expanding and building out its services to create a center of competency in South Africa that can deliver efficiency programs across Africa and the globe.

Why DEX?



Digital employee experience (DEX) is important to sustainableIT because since COVID-19 it's important to their clients. sustainableIT needs to stay on top of the way IT services are delivered and where performance can be optimized to match requirements in this new business climate.



"DEX is clearly a focus for us – and for 1E. It's crucial that we understand the service that end users experience, how remote devices perform, and how we can respond. DEX is a very different way of looking at service, from traditional Service Level Agreement (SLA's) to Experience Level Agreements (XLS's) but given analysts' current focus on it – and what we're seeing from clients – we believe it's important and definitely the future of IT delivery."

TIM JAMES

Director of sustainableIT



Business Aligned

The IT industry in South Africa, like the rest of the world, is feeling the pain of a skills shortage. It impacts service delivery, which threatens sustainableIT's clients' ability to maintain operations and project delivery. Self-healing, self-service and automation tools have never been more important.

By partnering with 1E, sustainableIT can use those tools to help clients make smarter decisions with the help of real-time data. Best of all, 1E technology resolves issues through automation without disruption to productivity or downtime for end users. The shift to automation also means less-skilled IT workers can deliver everyday service tasks, leaving more experienced team members to handle strategic projects and problem solving.

"You need to ensure you involve many different stakeholders. The 1E platform is dynamic – it's an IT tool – but it's also a business enabler, and there's so much you can do with it," continues Tim.

When it comes to aligning the business, some of the challenges are about creating an understanding internally to ensure platform adoption. As sustainableIT has found over and over again with clients, if stakeholders buy into the journey, they'll be ready to help you scale the solution across the whole business. It's about creating a business solution, not just an IT platform.

"One example of value creation is with one of our clients. Before implementing 1E, their 'first call resolution' involved five or six simple tasks they could do for end users. Now, thanks to automated instructions, they have increased their First Call Resolution (FCR) capabilities in excess of 20 tasks, and are continuously growing their FCR capabilities. That means that a first tier support agent can deliver the same level of service as a more senior engineer. That reduces mean time to resolve (MTTR), as well as the cost of staffing," adds Riaan Venter.

In fact, most of sustainableIT's clients have changed the way they work to reduce the number of incidents and enable more IT specialists in their workforce. An engineer typically now looks at a specific subset of devices and is able to feed back detailed information on the number of application hangs and crashes to the platform support team. Riaan, Tim and their colleagues can then implement rules and instructions to respond to those incidents, reducing the number of tickets logged and – ultimately – incidents triggered by up to 23% a month.

More secure


A significant impact of deploying 1E for sustainableIT's clients is improved security – specifically, endpoint security. With hybrid and remote working set to stay, it's crucial to maintain a secure environment across each client's estate.

With 1E, sustainableIT is handling some 1.5 million automated remediations a month. A large number of those automated instructions are reminders to end users to restart their device to install patches, before the 1E Platform will enforce a restart, ultimately improving security posture. Before sustainableIT had access to real-time endpoint data and the ability to set automated rules, the average reboot time stamp was 14 days across clients. Now, with 1E that's been reduced to just five days, shortening the potential time window for vulnerabilities.

Better Employee Experience

In October 2022, Microsoft released a patch which increased start up times by 40%. With 1E, sustainableIT could spot and track the impact of that patch through Experience Analytics, backed up by empirical data. Today, the engineering teams can push actions from the fix fragment or instruction when something happens down to the day to day support teams. In turn, they can see the state of specific rules and what has occurred, minimizing the amount of repeated work. Having open communication between the support and engineering teams improves that process, which reduces MTTR – a key metric of success for sustainableIT's clients.

When measuring endpoint health, whether at a small department or location level or enterprise-wide, sustainableIT typically sees only 25-45% of all devices are compliant to required baseline configurations. With 1E's automated remediations, that score increases consistently to around 99%, which also correlates with improved employee experience scores as fewer issues are left unresolved. sustainableIT also uses the questionnaire function to dive deeper into experience scores, comparing them against endpoint data as the ultimate source of truth.



"With 1E's real-time data, we can report on the state of devices by age, health and number of incidents logged. If 75% of endpoints are in a good state and 25% are falling off cycle, we can use that information to trigger decisions with our clients. At one client, some of the devices were as much as eight years old and we've been able to make things significantly better and improve experience scores with that knowledge, and this often means device reassignment and repurposing vs refresh."



RIAN



Remediation Powerhouse

sustainableIT uses self-automated ticketing, powered by ServiceNow integrations with ITSM Connect and CMDB Connect through 1E to combine data sources and fuel service desk actions, as well as enabling second line support teams to run instructions.

“Integrations were straightforward and easy. The data we get from endpoints into the CMDB, enriches that data and allows us to add custom fields – including experience scores,” adds Riaan.

As well as creating “self-healing” guaranteed state instructions, sustainableIT is able to catalog rules to, in some cases, completely automate service desk processes. That automation extends to onboarding new third party tools and solutions. When sustainableIT migrated a client to Defender and Bitlocker, the team was able to automate every step, massively reducing the amount of hands-on time required. Before 1E, staffing time added up by changing bios settings manually or deploying and fixing scripts. With 1E, Riaan can query the status of bios settings, trusting the 1E Platform to handle the heavy lifting.

Whenever legacy devices need to be reimaged – which is traditionally hugely time consuming and manual – the team now uses a sequence they built using 1E to check if the device can be converted from legacy to UEFI. If it can be converted, the process is automated and Bitlocker is enabled. That reduces hundreds of thousands of hours of engineering and project management time, as well as ensuring the protection of valuable endpoints.

With 1E, projects are faster to complete and more informed. Engineers can spend less time dealing with today and more time planning for tomorrow, equipped with the right data. Project timelines have all decreased, helped by real-time information on what machines are in what state. “Project managers get real use out of the platform,” adds Riaan.

Tim and Riaan’s advice to other IT deployment partners? “Don’t be afraid to invest in skills. You’ll reap the benefits which far outweigh the costs of training. Create specialists that will look after specific subsections of your estate and offer opportunities specific to your environment, and you’ll get the most out of the platform’s real-time data,” says Riaan.

The 1E platform helps IT teams improve end user experience, tighten security, reduce costs, and evolve IT Operations from cost center to strategic enabler.

See what sustainableIT loves about 1E in action – [book a demo.](#)



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