

CASE STUDY

# How Arup went cloud-first with 1E



## INTRODUCTION

Dedicated to sustainable development, Arup is a collective of designers, consultants, and experts working across 140 countries. Founded to be both humane and excellent, Arup collaborates with clients and partners using imagination, technology, and rigor to shape a better world.

Arup first became a 1E customer in 2008 with a goal to find a technology partner to deliver demonstrable ROI, align with the organization's culture, and help deliver strategic goals around moving to the cloud and sustainability.

Sixteen years later, 1E has continued to generate ROI and evolve with Arup's business requirements.



1E has made a massive difference”

— MARK BURFORD  
Operations Engineer, Arup

## **Challenge:** The move to cloud-first

Driven by a cloud-first approach, Arup's goal was to reduce the number of data centers globally, streamline associated costs, and push servers to the cloud.

## **Solution:** 1E Content Distribution for Microsoft Configuration Manager

1E Content Distribution for Microsoft Configuration Manager (previously named Nomad) provides Arup with an alternative to physical data centers and the ability to self-manage their complex distribution infrastructure.

Content Distribution uses only available bandwidth and doesn't rely on distributed servers. Arup now maintains a healthy endpoint estate and manages overhead at the same time.

“With our ambition to become a cloud-first firm, we needed to reduce 95 servers, one in each office. We needed a solution to replace these servers.”

— **MARK BURFORD**  
Operations Engineer, Arup

“It allowed us to decommission those servers without any operational impact.”

— **MARK BURFORD**  
Operations Engineer, Arup

## **Outcome:** Maximum results, no disruption

Arup's cloud-first goal was a resounding success. The organization significantly achieved its aim to remove servers, streamline costs, and move to the cloud, all while maintaining an uninterrupted digital experience for employees.



## **Challenge:** Achieving compliance goals

It's vital for enterprises to remain compliant. However, with 18,000 employees, ensuring every device is patched, up to date, has enough disk space, and the correct security features enabled, was a mammoth undertaking.

## **Solution:** 1E Endpoint Automation

1E Endpoint Automation (previously named Tachyon Guaranteed State) enables Arup's Digital Technology Group to remote support a hybrid workforce, allowing the team to automate numerous processes without disrupting users. Endpoint Automation allows for the deployment of instructions to ensure each device remains compliant and secure. This is regardless of whether employees are on-site, remote, or hybrid.

## **Outcome:** Optimal compliance

Arup has achieved device compliance, deploying instructions to improve security without the inefficiency of doing so manually. What would have been a time-consuming and intrusive process for the end user has become much faster and less disruptive.

“We had a strong focus on improving our compliance but the big challenge was the time it took to manually update everyone's device, particularly with hybrid working.”

— **ROB ASHER**  
Global Head of Service Management, Arup

“1E's technology has been instrumental in transforming how we manage device compliance, enabling us to efficiently ensure all devices are compliant.”

— **ROB ASHER**  
Global Head of Service Management, Arup



## **Challenge:** Inefficient aged-based device management

Before 1E, available insights and data into device performance were limited. Because of this, Arup would replace each device every three or four years. With approximately 20,000+ machines around the globe, this age-based approach was costly, delivered poor sustainability outcomes and, at times, replaced perfectly good devices.

## **Solution:** Device Refresh

By analyzing the experience data that 1E provides, Arup can do a deep dive into machine memory, CPU usage, disk throughput, crashes, and more. Arup now uses this data as a basis to refresh or replace technology rather than simply replacing devices every three to four years.

“[1E allows] us to intelligently evaluate the end user computing estate and save the cost in replacing computers where it’s not really necessary.”

— **MARK BURFORD**  
Operations Engineer, Arup

“Making data-driven decisions around device refresh helps us be more proactive. We’ve used the information that 1E has given us to help us address issues before users report them.”

— **ROB ASHER**  
Global Head of Service Management, Arup

## **Outcome:** Data-driven device lifecycles

This helps Arup to make informed, data-driven decisions, reduce expenses, evaluate the end-user computing estate, and extend the overall device lifecycle. In addition to cost-saving benefits, access to this data also impacts sustainability initiatives. Arup manages the return of devices and disposes of them properly while benefiting from carbon credits.



## Challenge: Digital disruption

Arup wanted to optimize service desk operations, eliminate digital disruptions for users, and reduce virtual desk-side support. As a global organization with 18,000 employees, this was a crucial objective.

## Solution: 1E's ServiceNow integrations

1E's integration with ServiceNow helps IT teams and service desk admins retrieve data and remediate issues throughout the endpoint estate without causing friction for end users. Arup can now close more tickets using simplified rules and processes, allowing IT teams and end users to have a streamlined digital experience.



We hit 5,000 instructions issued when a year before that was a couple of hundred...that's probably the most significant thing we've achieved to date."

**ROB ASHER**

Global Head of Service Management, Arup

## Outcome

Arup uses 1E integration capabilities to avoid leaving the ServiceNow platform. They have issued more than 5,000 instructions monthly, reducing the mean time to resolution (MTTR), removing friction, and freeing up the IT team to focus on other initiatives.



What if each digital employee experience (DEX) was better than the last?

The 1E Platform helps IT teams improve end user experience, tighten security, reduce costs, and evolve operations from cost center to strategic enabler. Over one-third of the Fortune 100 rely on 1E's single-agent solution with real-time automation and remediation for more visibility, control, compliance, and observability. Take a tour at [1E.com/take-a-tour](https://www.1E.com/take-a-tour).



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