



CASE STUDY

How a Global Manufacturer Gained Vital Visibility and Control with 1E



Executive Summary

A leading manufacturer with a presence in more than 50 countries has been a proud 1E customer for more than a decade. In that time, they've seen the power of the 1E platform in providing complex environment health insights, maintaining security compliance with automation, and improving IT's internal reputation overall.

Read on to discover:

- How a digital employee experience (DEX) lens helped the organization better prioritize a stretched IT budget
- Where the 1E Platform can assist in rapid response deployments, reducing potential disruption from a one-day to one-hour outage
- The impact of 1E's data insights on making strategic changes, improving the internal reputation of IT, and on communicating with users



Introduction

Headquartered in the US and with a presence in over 50 countries, a global manufacturer has been using 1E for the last 10 years. With over 100,000 employees, hundreds of locations, and thousands of suppliers, visibility and control into the health of its digital estate is crucial to how this manufacturer operates.

First adopting 1E Content Distribution (formerly Nomad) in 2013, this organization has since implemented the 1E platform for digital employee experience (DEX). This reflects the changing nature of how the organization does business. We spoke to the Platform Manager to uncover how the team arrived at the right mix of technology, why automation is leading the way, and the pivotal role 1E plays in improving the internal reputation of IT.

Why DEX?

Digital employee experience (DEX) is important because it reorients workplace technology around the evolving needs of its end users. For this manufacturer, a large segment of the workforce now works fully remotely, in tandem with teams that operate on-site or in office facilities to support physical manufacturing. By embracing a DEX lens for IT, the manufacturer can monitor and control its assets across networks globally, and to respond to what users need in real-time.

A team of four responsible for managing 1E (and by extension, DEX) at this organization. The Platform Manager is quick to point out the core benefit of 1E: more visibility. By offering data “we never knew we had”, the 1E DEX platform has created a new enthusiasm and drive to act on it. Clarity around wider organization priorities and goals — coupled with a roadmap for improvements — helps the platform team to utilize data now at their disposal and identify what to address first.

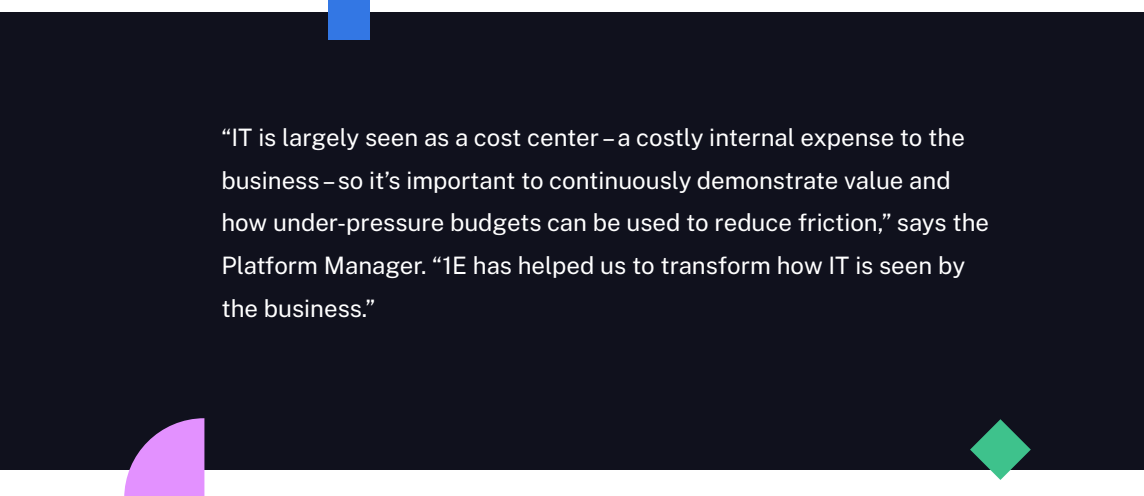
Demonstrating the value of 1E

Reducing friction and optimizing budgets with automation

By having real-time visibility across the estate, the organization is equipped with the insights needed to respond proactively to issues. Furthermore, they can communicate effectively with its users, meeting the business goals for IT.

A recent example of this was when a change in the back-office end of the environment created an authentication issue, meaning users were unable to access the internet, including email services. Approximately 70,000 people were affected, spurring the platform team into action. They developed an automation rule in 1E that delivered support for the issue, which could be deployed while the IT team could work on a foundational fix. The result? What could have been an eight-hour outage (which, because it began early in the working day, could have derailed operations) was instead just one hour of downtime.


IT should be an enabler, not a source of disruption. By creating better environments that respond to business needs more efficiently, users experience increased productivity and decreased negative dealings with the IT department.



“IT is largely seen as a cost center – a costly internal expense to the business – so it’s important to continuously demonstrate value and how under-pressure budgets can be used to reduce friction,” says the Platform Manager. “1E has helped us to transform how IT is seen by the business.”

More Secure

The platform team at this manufacturer sees automation as critical to compliance—and therefore maintaining security. 1E is used to create custom automations as and when needed, fixing many issues autonomously and often without users being aware.



“We’ve done wonders with rapid response,” the Platform Manager tells us, “in that we can fix critical issues and P1 incidents across endpoints near-instantaneously. It’s hugely improved our response to human error incidents—like misconfiguration and patch rollback.”

Automation policies and rules have improved the manufacturer’s overall compliance posture. Even an incident affecting 5% of users creates huge problems for IT—that’s effectively 8,000 users who need support. Aiming for 90% compliance was the old rule of thumb, but with zero-day vulnerabilities, 100% is required. The team developed a rule set to assess the health of a particular client on each device, running 43 separate checks before automating a remediation instruction. That rule set has improved compliance to more than 99% across the estate, as well as meaning the support desk is handling more manageable numbers of devices when an issue presents itself to users.

As well as cost and time savings associated with reducing the work of the support desk when problems hit, automation rules close the gap on what can be achieved remotely. The insights generated by 1E can help to further identify improvements to how the IT team spends its time and where it should best focus.

Empathetic employee experience

1E customers often talk about Employee Sentiment as a means of assessing the level of end user satisfaction. But for this manufacturer, customer sentiment is also a way of facilitating communication that truly meets the needs of its end users.

Take, for example, its recent migration to Microsoft 365 and Intune. The platform team identified that on-screen pop-ups capture users' attention far better than other communication channels like email. Using pop-ups helps users to understand what phase of the migration process they are in, what action they need to take on that device, and what their expectation should be. Timed reminder pop-ups are also proving incredibly effective when it comes to motivating users to take the correct action.

1E's reputation—and that of the team who manage it—is growing across the organization. Not only can employees request help in a way that most makes sense to them (and receive automated remediation, where possible), IT can work with other areas of the business to integrate their requirements for users. “Folks from across our organization are starting to recognize the immense value,” adds the Platform Manager.

That wider benefit to employees and the business is only set to grow. The team plans to integrate 1E with ServiceNow, putting the power of 1E into the hands of onsite technicians. This enables them to run automated rules through the ServiceNow incident against the devices they are supporting.

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. Now, all IT teams can provide exceptional employee experiences, increase efficiency, and reduce service delivery time. For more information, visit [1E.com](https://www.1e.com).



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