



75% shorter audit prep time

200% boost in patch deployment

Rapid operation of new devices



Charter Manufacturing

INDUSTRY
Manufacturing

CHALLENGE
Continuously improve service and support processes to accommodate a growing number of client devices.

SOLUTION
BMC Client Management automates endpoint management to reduce risk and support costs, and integrates with BMC FootPrints to improve the efficiency of ITSM processes.

BMC is a global leader in innovative software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage.

BMC – Bring IT to Life

Charter Manufacturing, a leader in the steel and iron industry, improves patch deployment success rate 200% with optimal client management

BUSINESS CHALLENGE

The steady growth of Charter Manufacturing, a large, privately held steel and iron company with over 80 years of history, presents a constant challenge to the company's technology and user services group, which is responsible for supporting all client devices. In a two-year period, the number of devices at the company grew from 300 to 1,000 endpoints. Keeping software patches up-to-date has been particularly challenging because patch-related machine reboots must be scheduled to avoid interruptions to critical manufacturing processes. The group is also responsible for replacing end-user computers periodically—a process that needs to ensure maximum employee productivity by reducing the time users are without a computer.

BMC SOLUTION

Charter Manufacturing implemented **BMC FootPrints** to improve IT service management (ITSM) and **BMC Client Management** to ensure high quality service and timely delivery of new devices.

BUSINESS IMPACT

FootPrints and Client Management are providing clear visibility into all devices and streamlining patch and hardware refresh processes. The results include:

- The time required to gather software license audit data **dropped by 75%**.
- The **patch deployment success rate increased** from about 30% to more than 90%.
- Instead of waiting a full day to replace an old computer, **users now get a new device almost immediately**.
- **Provisioning and configuration of remote computers occurs automatically**—with no IT intervention.

“We’ve achieved more with BMC Client Management than with any other asset management product we’ve tried,” says Ed Kraft, technology and user services manager, Charter Manufacturing. “It was easy to implement, it’s easy to use, and it’s easy to upgrade.”

