



# Charter Manufacturing improves patch deployment success rate 200% with optimal client management

“BMC Client Management was easy to implement, it’s easy to use, and it’s easy to upgrade.”

Ed Kraft | Technology and User Services Manager | Charter Manufacturing



↓ **75%**

shorter audit prep time



↑ **200%**

boost in patch deployment



**rapid**

operation of new devices

## 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 FootPrints to improve IT service management (ITSM) and BMC Helix Client Management to ensure high quality service and timely delivery of new devices.

## Business Impact

FootPrints and BMC Helix 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 percent.**
- The patch deployment success rate **increased from about 30 percent to more than 90 percent.**

- 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 Helix Client Management than with any other asset management product we’ve tried. ”

**Ed Kraft** | Technology and User Services Manager | Charter Manufacturing

**Learn more:**

 Visit the FootPrints web page

 Visit the BMC Helix Client Management web page