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

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