



3x increase in patching productivity

2,700 servers upgraded

4 million citizens served



State of Oregon Enterprise Technology Services

INDUSTRY
Government

CHALLENGE
Deliver a centralized, state-of-the-art IT operations system upgrade to increase security without service interruption.

SOLUTION
BMC Consulting and Education Services completed a major upgrade and staff training, positioning the State of Oregon ahead of the curve on cybersecurity via patch maintenance.

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

BMC Education and Consulting Services help State of Oregon seamlessly upgrade 2,700 servers

BUSINESS CHALLENGE

The State of Oregon's Enterprise Technology Services (ETS) delivers reliable, agile, and flexible IT service choices to more than 100 agencies, which support Oregon's four million citizens. When Microsoft® changed their Windows Server® software, it required upgrading BMC's BladeLogic Server Automation patching solution which is used to support more than 2,700 servers. ETS staff wanted to not only fast-track the upgrade process but also avoid diverting internal resources from their critical daily activities. So ETS brought in BMC experts to upgrade the software and educate staff on the new functionality.

BMC SOLUTION

BMC Consulting Services executed the upgrade from start to finish, including defining requirements, developing an action plan, and deploying and testing the software. BMC Education Services conducted onsite, in-person training to help staff get maximum value from the upgrade.

BUSINESS IMPACT

With expert consulting and training from BMC, ETS is fully prepared to deliver the strong IT security required by Oregon state agencies. In-depth training empowers staff members to keep patching current and identify unauthorized changes to servers.

- BMC consulting and training enabled ETS to **triple staff productivity related to patching**, as the number of servers grew from 900 to 2,700.
- High-quality training delivered at ETS facilities meant more staff members could participate in live classes, while **minimizing travel costs**.
- Fewer than 10 days were needed to upgrade the entire system to allow for **minimal disruption** across IT services.

“Funding the upgrade and services engagement was a much better path than trying to do everything ourselves,” said Brian Tong, computer availability manager. “When you’re going to do something once, like an upgrade, hire the experts.”