JetPatch

CUSTOMER SUCCESS STORY

F500 Services Company Accelerates Cloud Migration, Minimizes Tool Management and Boosts Uptime

This global services provider serves clients in more than 120 countries.

THE CHALLANGE

This global services provider was developing a new architecture aimed at leveraging the cloud's flexibility and cost-efficiencies. To enable this, it needed each infrastructure layer to operate with the utmost agility. However, the traditional processes the company was using for managing IT tools—such as backup, configuration management, security and more—were very cumbersome. Because of agent conflicts, lengthy deployment and upgrade timeframes, heavy manual overhead and fragmented tasks, they couldn't achieve the speed and control this hybrid cloud model required.

The company tried using the automation capabilities in configuration management and orchestration solutions to address these problems, but they weren't adequate. The products also didn't empower the key stakeholders, including line of business owners, tool SMEs and IT audit/compliance teams, to work with the agility needed to be successful.

SOLUTION

JetPatch Agent Manager was the only solution that could solve these previously insurmountable challenges. The company cited JetPatch's tool virtualization, automation and policy-driven delivery capabilities as key to enabling the agility and speed required for a large-scale and quickly-growing hybrid cloud environment.

JetPatch is a server management tool controller that enables IT and DevOps teams to centrally and automatically deploy, upgrade, reconfigure, throttle, restart, clean up and reinstall tool agents, such as data analysis, anti-virus, backup, configuration and more. JetPatch encapsulates agents within JetPatch's virtual containers and monitors the status of tools residing on physical, virtual and cloud-based machines, across multiple private or public clouds. It uses policies to ensure they perform as required.

Today, this Fortune 500 provider leverages 40 JetPatch-generated policies to manage the lifecycle of 15 encapsulated tools on about 10,000 servers. They have 10 JetPatch consoles: one for each company-owned data center and public cloud, including Azure and Amazon Web Services.

"JetPatch takes the headache out of managing tools and migrating to the cloud. It's the only solution that provides the automation, speed, agility and reliability that our fast-paced and quickly-growing global operation requires."

-Office of the CIO

RESULTS

Accelerates deployments and upgrades

Service delivery is dramatically improved. For example, instead of taking four weeks to deploy Alert Logic on 900 servers, it took 45 minutes. And, upgrading a configuration management tool on 5,000 servers, which previously took 2.5 years, can be completed in just a few weeks with JetPatch.

Facilitates cloud migration

By using JetPatch to reconfigure 10 tools for the cloud and automatically deploy them on 1,000 servers that were being moved from an internal data center to a public cloud, the company cut about 2,000 hours from the process, reducing time-to-migrate by 87%.

Fixes broken agents and reduces downtime

With JetPatch detecting and remediating problems such as WMI and registry corruptions, and throttling CPU consumption, the company reduced tool-related incident tickets by 50% and tool downtime by 75%.

Improves security

The IT team can easily adhere to strict password guidelines by using JetPatch's reconfiguration capabilities, for instance, to change passwords on NetBackup every 75 days without having to log into the 500 servers running the tool.

Enhances compliance

By using JetPatch's policy mechanism, the company can ensure that every server is outfitted with all required tools. This policy-driven compliance also reduces the time to provision servers requested by an application team from three hours to one hour.

"JetPatch enables my team to work faster and smarter. Now that tasks are automated, we can spend much more time on strategic engineering projects and understanding the nuances of the tools that keep our systems running."

–Office of the CIO

"By eliminating the need to RDP into servers in order to manage tools, we're able to ensure a much more pristine and secure environment."

–Office of the CIO