

## Customer Success Story

# Lend Lease

- ▶ ManageSoft enables global real-estate, construction and investment management leader to centralize and standardize configuration, patch management



### Lend Lease's ManageSoft implementation

- ▶ Manages 8400 PCs and 600 servers firm-wide
- ▶ Standardizes 25 common operating environments (including numerous foreign languages and double-byte character sets) reduces complexity and risk
- ▶ Complete inventory and configuration management information through IT Business Intelligence
- ▶ Improves software-license compliance and management

Managing a global real-estate, construction and investment management enterprise spanning hundreds of sites in dozens of countries, Lend Lease, a multi-billion dollar company, is renowned for its public and private office towers, hospitals, airports, shopping centers, and other facilities. With ManageSoft, Lend Lease automatically manages, configures, and protects 9,000 PCs and servers worldwide, reducing complexity, risk, and costs.

### Lend Lease

Lend Lease is a leading real estate services company that develops, builds, and manages real estate assets around the world, including office complexes, airports, pharmaceutical facilities, residential communities, and other public and private landmarks. Founded in 1958, the publicly traded company today simultaneously operates hundreds of separate construction sites and offices in 44 countries on five continents.

### The challenge for Lend Lease

With broadly distributed operations, a combined Windows/Linux environment, and a lack of IT inventory and license information, managing Lend Lease's IT infrastructure was a major challenge. In addition, external auditor findings highlighted Lend Lease's increasing IT security risk exposure. Repairs to computers hit by a recent W32.Blaster represented several hundred thousand dollars. When new critical patches were released it cost US\$150,000 to update all global servers and workstations.

"Our processes for configuration and change management for both servers and workstations needed to be standardized. With our dispersed field service organization and limited resource pool, optimizing and streamlining our management practices is imperative to deploying client/server upgrades and security patches efficiently and expeditiously."

- Jay Skibinski,  
Global CIO

"Our auditors wanted us to shore up our tools and resources to more effectively manage our IT infrastructure. Our security management and end-point management functions posed unacceptable risks."

- John Miles,  
Global IT Head of Risk and Chief Security Officer



**"ManageSoft frees up our IT support team for more important initiatives. Given that we previously made significant investments on patch deployment and virus mitigation, we believe our savings with ManageSoft will be extensive."**

- Jay Skibinski,  
Global CIO,  
Lend Lease

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www.lendlease.com

**“Only ManageSoft could demonstrate out-of-the-box functionality to rapidly deploy and integrate with our infrastructure, and provide the support services we needed.”**

Jay Skibinski,  
Global CIO,  
Lend Lease

### The ManageSoft solution

Seeking a comprehensive solution to manage security updates, configurations, and IT inventory, Lend Lease first needed to settle on a framework/approach with the methodology, security, and reporting that best fit in with its Project highRISE IT infrastructure initiative.

“We selected ManageSoft because of its ability to automate the security-patching process, deliver global software distributions, and also collect and manage extensive inventory information. It integrates very well with other highRISE initiatives from five other vendors and has a user-friendly GUI and wizards that simplify patch distribution and inventory collection. The ease-of-use factor was critical.”

- John Miles,  
Global IT Head of Risk and Chief Security Officer

“We have varying bandwidth to many sites — as low as 56 Kbps dialup. ManageSoft's ability to work easily in low-bandwidth environments was critical. Only ManageSoft could demonstrate out-of-the-box functionality to rapidly deploy and integrate with our infrastructure. ManageSoft also provides the support services we needed. Both are critical success factors when internal resources and time are limiting.”

- Jay Skibinski,  
Global CIO

After putting ManageSoft through its paces in an intensive lab simulation (complete with emulated bandwidth restrictions), Lend Lease deployed a pilot to 200 machines that quickly grew to 1,500 different systems. In only three weeks, Lend Lease had ManageSoft managing security patches and collecting automated inventory information on 6,000 systems. Managed devices now automatically adapt and self-heal to respond to changes and comply with centrally-defined IT policies, and ManageSoft IT Business Intelligence provides automated analysis of IT operations worldwide.

### The Lend Lease result



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Global CIO

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John Miles,  
Global IT Head of Risk and Chief Security Officer

“With ManageSoft, we have a systematized process for keeping our combined Windows/Linux environment current with the latest patches and fixes. That means our machines have greater availability and reliability.

If an issue arises, we're not wasting time on routine issues or guessing about what's loaded on the machine. We know which updates have been applied, and we can respond faster. It plays a pivotal role in enabling us to deliver quality business service management enabling IT to deliver a constant, reliable and cost effective service. ManageSoft IT Business Intelligence gives us intelligent, automated analysis about our desktops, servers and mobile computers. It's improving our license management by helping us understand where we're under- or over-licensed so we can allocate our software optimally and comply with license agreements.”

### Find out more

To learn more about Lend Lease and ManageSoft, visit [www.managesoft.com/lendlease](http://www.managesoft.com/lendlease) to view video interviews with Lend Lease, esteemed winner of the ManageSoft IT Hero Award.

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The Software Management Company™

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