1E

A Decade of Painless Distribution and Asset Management

Executive Summary

For more than a decade, 1E has been central to how IT manages a complex hybrid environment at one of North America's largest environmental solutions providers, serving millions of residential and commercial customers.

Read on to discover:

- How 1E saves countless hours and cost over 1,000 sites
- The real impact of accurate, real-time patching
- Why IT peers are astonished to hear that just two team members can manage nearly 25,000 machines

Introduction

This leading environmental solutions provider in North America offers sustainable recycling services to millions of customers across the United States, Canada, and beyond. Along with recycling services, they are also actively involved in organics and renewable energy initiatives. This makes them one of the largest recyclers of post-consumer materials and a key player in reusing landfill gas.

For over a decade, 1E has played a crucial role in supporting the operations of this prominent company across its global operations. With a team of just two SCCM Administrators, their responsibilities are vast. From managing nearly 25,000 machines, handling environment management, imaging/reimaging, patching, and software distribution across 1,000 locations, as well as a dispersed hybrid workforce. To understand why they have remained loyal 1E customers and how 1E enables them to efficiently manage their complex environment with a small team, we spoke with these administrators.
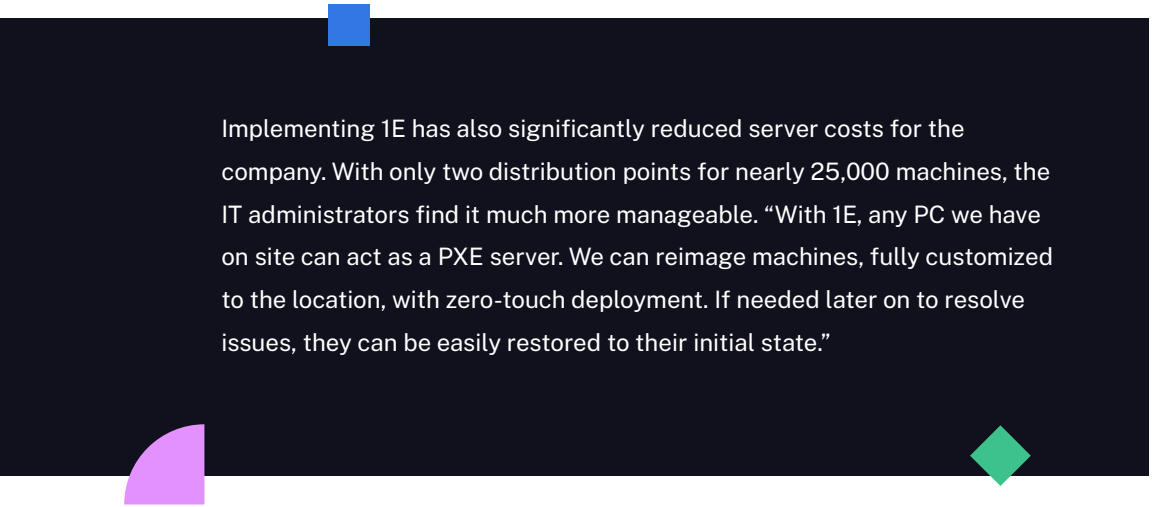
The Driving Force behind the Use of 1E

More than ten years ago, the company transitioned to 1E, specifically 1E Content Distribution. The rapid expansion of their network across the United States and beyond made traditional methods of software distribution ineffective. For example, downloading to each machine or deploying to distribution points at every location became extremely painful and costly. Maintaining specific distribution points at 1,000 locations came with significant server costs. The administrative challenges of configuring and managing that many distribution points with a limited centralized staff were simply unsustainable.

Preparing a newly acquired machine with the necessary software, settings, and controls for an employee required extensive hands-on support. Similarly, PCs being reimaged after encountering viruses and spyware needed to be connected to local PXE servers. The result? A bloated team of helpdesk and field analysts assigned to different locations and excessive location customization.

The Benefits of 1E

1E Content Distribution for Microsoft Configuration Manager (formerly known as Nomad) became an integral part of how SCCM administrators at the company managed various deployment, patching, and security tasks, immediately transforming peer-to-peer file sharing.

With 1E, brand-new machines can be imaged, made ready for use, and reimaged PCs can be PXE booted to restore OneDrive data, typically within one hour. This keeps the workforce productive while reducing support costs. The number of required helpdesk and field analysts has significantly decreased, as remote handling of processes has become more prevalent. "We now have just 20 field analysts covering all our 1,000 locations – a remarkable achievement given our scale. 1E has made it possible" they explained.

Implementing 1E has also significantly reduced server costs for the company. With only two distribution points for nearly 25,000 machines, the IT administrators find it much more manageable. "With 1E, any PC we have on site can act as a PXE server. We can reimage machines, fully customized to the location, with zero-touch deployment. If needed later on to resolve issues, they can be easily restored to their initial state."

1E has made patching remarkably simple for IT, with one team member single-handedly managing all the patching requirements. "Every other week, we have a patching window staggered by a few thousand machines at a time. We don't pre-cache the files; we let them go out to the sites as they are. This streamlining of distribution points has resulted in significant cost savings for the company." Patching secures and protects the environment from outside threats and vulnerabilities, as well as fixing bugs. Since the transition to 1E, the company has not experienced any major security breaches or vulnerabilities, thanks to the effective patching facilitated by 1E.

What if each digital employee experience (DEX) was better than the last? The 1E platform helps IT teams improve end user experience, tighten security, reduce costs, and evolve operations from cost center to strategic enabler. Over one-third of the Fortune 100 rely on 1E's single-agent solution with real-time automation and remediation for more visibility, control, compliance, and observability. Now, all IT teams can provide exceptional employee experiences, increase efficiency, and reduce service delivery time. For more information, **visit 1E.com.**

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