



CASE STUDY

Data-Driven Decision Making at Carollo, Harnessing the Power of the 1E Platform

Executive Summary

Carollo is the largest water-only consulting firm in the U.S., specializing in environmental engineering and the construction of water and wastewater facilities. 1E has been at the heart of Carollo's infrastructure for the best part of 10 years, unlocking data insights, reporting, and more informed remediation decision making.

Read on to discover:

- ▶ How 1E's real-time data provides the most accurate picture of 'now', informing better remediation and management decisions
- ▶ The impact of automation rules on reducing risk and cutting down "countless" hours of work
- ▶ Why real-time data is to streamlining IT operations




Introduction

Carollo is an environmental engineering firm specializing in the planning, design and construction of water and wastewater facilities. Since 1933, Carollo has been dedicated to improving the communities it works in, and is now the largest water-only consulting firm in the U.S.

1E has been at the heart of Carollo's systems and technology infrastructure across its national footprint for some years now, right back from the pre-DEX days of 1E products like Nomad and Shopping.

Erik Dixon is a Systems Administrator who acts as a senior in-plant automation lead, working with the hardware / software mix needed to support Carollo's business operations. We sat down with Erik to find out what he loves about 1E's real-time data, and how it's fuelling better remediation and intuitive reporting across a complex organization.

Just as their needs for data insights are dynamic, so too is their evolving use of the 1E Platform. Here are some of the latest headline results from Carollo's 1E implementation:

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- ▶ 1E has **proved to be the fastest at retrieving data from a hybrid workforce**, particularly for Carollo employees who mostly work from home and off-VPN
 - ▶ SCCM provides reports from the last hardware / software scan, which may be a few days old; with 1E, when a machine comes online, the data is instant, giving Carollo **the most accurate picture of 'now'**
 - ▶ Integrations with other data sources and Power BI's visualizations means Erik's team no longer has to respond to numerous ad hoc requests from different departments looking for specific data points or insights, **reclaiming hours that can be spent on active remediation**
 - ▶ **Automations** (formerly known as Guaranteed state rules) **for applications with frequent vulnerabilities, (such as Google Chrome,) save "countless" hours** of building an SCCM package, deploying it and then waiting
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How 1E helps deliver frustration-free technology

Better Experience

At Carollo, accurate, real-time data is everything. In situ for the best part of 10 years, 1E has been enabling Carollo to monitor and remediate technical issues across its highly dispersed workforce. Having been in play for such a length of time, the original use cases for 1E have inevitably changed, but it is ever-present in helping Erik's team to resolve issues and improve the user experience.

Erik joined Carollo in 2016 and was delighted to find that 1E was already central to its support, security and infrastructure. "The 1E Platform is a game-changer for us. By utilizing Digital Employee Experience (DEX) data, we can make the case for things like not upgrading machines that provide a great experience, unlocking huge cost savings along the way. It also allows us to identify performance issues early – often before users have noticed – such as decreasing battery life."

Carollo uses hybrid working and most of the workforce regularly work from home, with the majority not connecting through the VPN. As well as identifying ongoing security vulnerabilities and hardware or software issues remotely, Carollo also turns to the 1E Platform for bigger projects, such as operating system upgrades and exchange migrations, where accuracy on the state of each endpoint is crucial.

Business Aligned

Lastly, Erik values 1E's ability to integrate with other data sources, including SCCM, and with data visualization tools like Power BI. The team used to be inundated with requests for data reports – such as the performance of a particular machine model – from departments across the business, from Support and Security, to management looking to understand the ROI of their IT. **By tying together data from different sources, including 1E's real-time insights, Erik empowers other areas of the business.**

"We've been experiencing real challenges with hardware recently. Through 1E's real-time insights, we can instantly see which models aren't performing well and then drill down into why: is it hardware, software, or both?

We're then able to respond to Support, as well as management, with all the information required to answer the question 'are we purchasing the right equipment?' 1E has become the first and last place I look for data," Erik says.


Erik is keen to press how integral the 1E Platform is to systems at Carollo: “I’m in the dashboards every day. At the moment, 1E real-time event data is helping us track mass operating system upgrades and an exchange migration. We can take a snapshot of progress at any given moment in time and compare it to another, seeing the effects on experience and performance throughout deployment. It’s incredibly rare that I don’t find what I’m looking for in 1E’s datasets.”

More secure

Off the back of data reporting, decisions are made. **And when it comes to remediation, 1E is often the tool of choice.** As the various teams discover new vulnerabilities, the 1E Platform is able to remediate using background channels, regardless of VPN access. It’s also particularly helpful for legacy product cleanups, finding and removing old or unused software. Under the banner of compliance, removing unsupported products achieves two things: mitigating the security risks of unpatched applications, and freeing up user licenses, ultimately leading to cost savings. “With 1E, we can often find that kind of data faster than the Infrastructure team, who comb through individual drives and files,” Erik adds.

Working with 1E

Carollo continues to find new ways to harness the power of the 1E Platform to support business operations. It’s a two-way relationship: Carollo makes regular use of 1E’s expertise and support, and 1E receives insights that inform ongoing product design, particularly in the way Erik’s team builds and distributes dashboards across the organization.



“I’ve always been impressed with the level of support from 1E and our relationship, current and active. We have something that benefits all of us, and we know we can get answers to our questions as and when they evolve.”

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The 1E Platform helps IT teams improve end user experience, tighten security, reduce costs, and evolve IT Operations from cost center to strategic enabler.

See what Carollo loves about 1E in action – [book a demo.](#)



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