



## CASE STUDY

# Finding improved automation and efficiencies in multi-tenant environments



## Executive Summary

BCX, one of Africa's largest systems integrators and digital transformation partners for enterprises and the public sector, operates the largest datacentre footprint on the continent. BCX recently partnered with real-time endpoint management platform service provider, 1E, to develop an intelligent approach to patch deployment across a complex customer footprint in a multi-tenant environment. BCX felt that 1E were the right partner for the project based on a recent proof of concept (PoC) that showcased the long-term value that collaboration between the two companies could deliver.

### Read on to discover:

- ▶ How 1E reduces operational costs, drives down customer risk, and empowers employees by revolutionizing patching and onboarding processes
- ▶ The impact of guaranteed state rules in a complex multi-tenant, multi-customer environment where accuracy is essential
- ▶ What the BCX team learned about deployment models and improving the customer experience, including key advice for similar organizations

## Introduction

BCX (Business Connexion Group) is a South Africa-based IT company, listed on the Johannesburg Stock Exchange and is one of Africa's largest systems integrators and digital transformation partners for enterprises and the public sector across the continent. With a wide footprint across Africa, Europe and the Middle East, BCX facilitates digital transformation and innovation as a software and technology provider and has more than 6,000 people across multiple sites and the largest datacentre footprint on the continent.

BCX recently completed a successful Proof of Concept (PoC) with 1E that demonstrated the value of automating manual and time-consuming patching processes across complex multi-tenant environments. The success of this PoC has led to ongoing collaboration between the two organisations that has allowed for consistent customer service across multiple environments.

## Redefining patching: An automated journey

BCX, as an outsourced service provider operating across a complex footprint of different customer environments, was on the lookout for solutions that could take patching out of manual and time-consuming and into automated and seamless. At the time, BCX was using Windows Server Update Services (WSUS) which involved large engineering teams onsite, working overnights and weekends to keep up with demand.

Patching, whether manual or automated, has to be resilient and reliable. It ensures compliance and cybersecurity and is a crucial component of BCX's service level agreements (SLAs). Up-to-date patching is critical to ensuring systems are protected and that infrastructure is secured against known vulnerabilities. It made sense to ensure that the process was optimized and streamlined so as to reduce downtime and risk, while improving speed and reliability. Automation has also been proven to deliver a measurable return on investment (ROI) in terms of operational costs and employee time.

The solution for BCX had to be simple, but reliable. It also had to reduce the cost of automation for BCX while improving customer experiences and driving system resilience, security and compliance. Automating patching was considered the ideal approach to reduce the amount of time expert engineers spent on mundane processes and potentially free them up to manually execute or troubleshoot challenging servers and systems.

*"Previously, most zero-day patches needed manual intervention through WSUS over several hours with large engineering teams," says BCX. "Now, with 1E we can push the patches out with confidence."*

*"It's early days but we have already been able to see significant reductions in overtime, which is a cost saving and drives a better employee work/life balance alongside value for our customers. Before, whole teams were involved in patching, 1E now allows us to manage and deploy the right engineers for minimal manual execution or troubleshooting," says BCX.*

## A resilient and reliable platform

Once BCX had identified 1E as its ideal partner in automation, the companies embarked on a PoC to put the 1E tool through its paces.

The results were:

- ▶ An expected **double-digit percentage saving in overtime** costs, not just related to patching once 1E has been rolled out across environments by the end of the year.
- ▶ **Improved employee satisfaction** with reduced working hours, freeing engineers to spend more time with their families.
- ▶ **Hours of manual intervention now taking a fraction of the time** to roll out, a dramatic difference in time and efficiency.

1E's product suite offers secure, real-time capabilities, enabling BCX to tighten security and compliance for their customers, while also improving experiences. Having seen the value of 1E, BCX is now rolling it out across hundreds of devices per customer environment, driven by organisational demand to standardise the new customer environment, improve onboarding processes, and deliver efficiencies as quickly as possible.

## Accuracy and compliance in a multi-tenant environment

BCX runs multiple customer environments through 1E, each with their own policies. To resolve this complexity, the solution allows for BCX to assign guaranteed state rules for each environment rather than applying group policies so that BCX can ensure the right configurations for each organisation.

"We've got multiple customer environments running with different switches and WSUS servers. With 1E, we can define the right instructions and ensure the right policies are applied to the right customer. Previously, we had to script customer support so they could go through customer onboarding processes manually. Now we just use 1E, eliminating human error through automation. Guaranteed states mean we know – and the customer knows – it's going to be correct"

1E's platform enables real-time endpoint management built on a single agent for unsurpassed speed, visibility and control. As a remote endpoint management solution, it is designed to significantly improve IT's ability to support the Work from Anywhere Enterprise.

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



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