



CASE STUDY

# HELIENT SYSTEMS

## THE STORY

Helient Systems is an IT services company providing solutions focused on strategic initiatives and high value activities that enhance business performance with a competitive advantage.

## THE CHALLENGE

Before Cloud Management Suite, Helient's biggest struggle was managing devices and patches being installed. Reporting and updating clients on the latest patches and updates was also a major concern.

## THE MAIN ISSUES



**NEEDED  
BETTER REPORTING**



**MANAGING  
DEVICES & PATCHES**



**LACK OF  
VISIBILITY**

# WHY CLOUD MANAGEMENT SUITE?

Making the switch to a new systems management is a big decision for almost any IT professional. However, Helient needed a tool with greater flexibility and power right away for their environment. Cloud Management Suite made the transition smooth and efficient for their team.



## PATCH MANAGEMENT

With no way to efficiently patch devices in their environment, Helient was impressed by the speed and simplicity of Cloud Management Suite's Patch Manager.



## SIMPLE REPORTING

Reporting was extremely crucial for Helient. Their team can now keep clients informed of the latest updates and patches installed on every device in their environment.



## COMPLETE FLEXIBILITY

The flexibility of Cloud Management Suite allowed Helient Systems to integrate Cloud Management Suite into their environment with ease.



## BETTER VISIBILITY

With a simple and centralized solution, Helient Systems is able to confidently see what is going on in their environment at a patching level.

“

My experience with Cloud Management Suite has been very good. I could get a better idea of patching needed at client sites, while reporting changes and patch needs.

**DAVID DESJARDINS, IT MANAGER**

## **EXPLORING THE BENEFITS**

Prior to using Cloud Management Suite, Helient Systems struggled to manage over 400 devices with SCCM and WSUS. They ultimately experienced more stress due to inefficient patching and no way to keep clients updated with installation reports.

According to David Desjardins of Helient, “ease of patch management while meeting the needs of clients” was essential for his team.

By simplifying his approach to systems management, Desjardins was able to reduce IT costs, increase his team’s productivity and always stay on top of vulnerabilities.

Our goal is to help IT professionals identify and resolve issues before they become problems. The power of predictive, advanced IT management is being able to manage your infrastructure with automated patch management.

## ABOUT US

Cloud Management Suite allows you to get the complete picture of your entire IT environment from the cloud. Automatically discover network devices, remotely deploy software applications and automate patch management. A single web-based console allows access to any device from anywhere.

Headquartered in Aliso Viejo, California, Cloud Management Suite is a growing and dynamic organization with offices in four countries and 12 partners in nine countries. For more information about Cloud Management Suite and how we've revolutionized IT systems management, visit [www.cloudmanagementsuite.com](http://www.cloudmanagementsuite.com).



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