



CASE STUDY

# PLAN B



## THE STORY

Plan B Professional Services is a UK-based managed services provider (MSP) specializing in difficult programme delivery. Founded in 2008 and operating from centers in Europe, the Americas, the Middle East, Africa and Asia Pacific, Plan B breaks the traditional consulting model by providing business-critical program recovery and delivery within some of the most taxing IT environments.

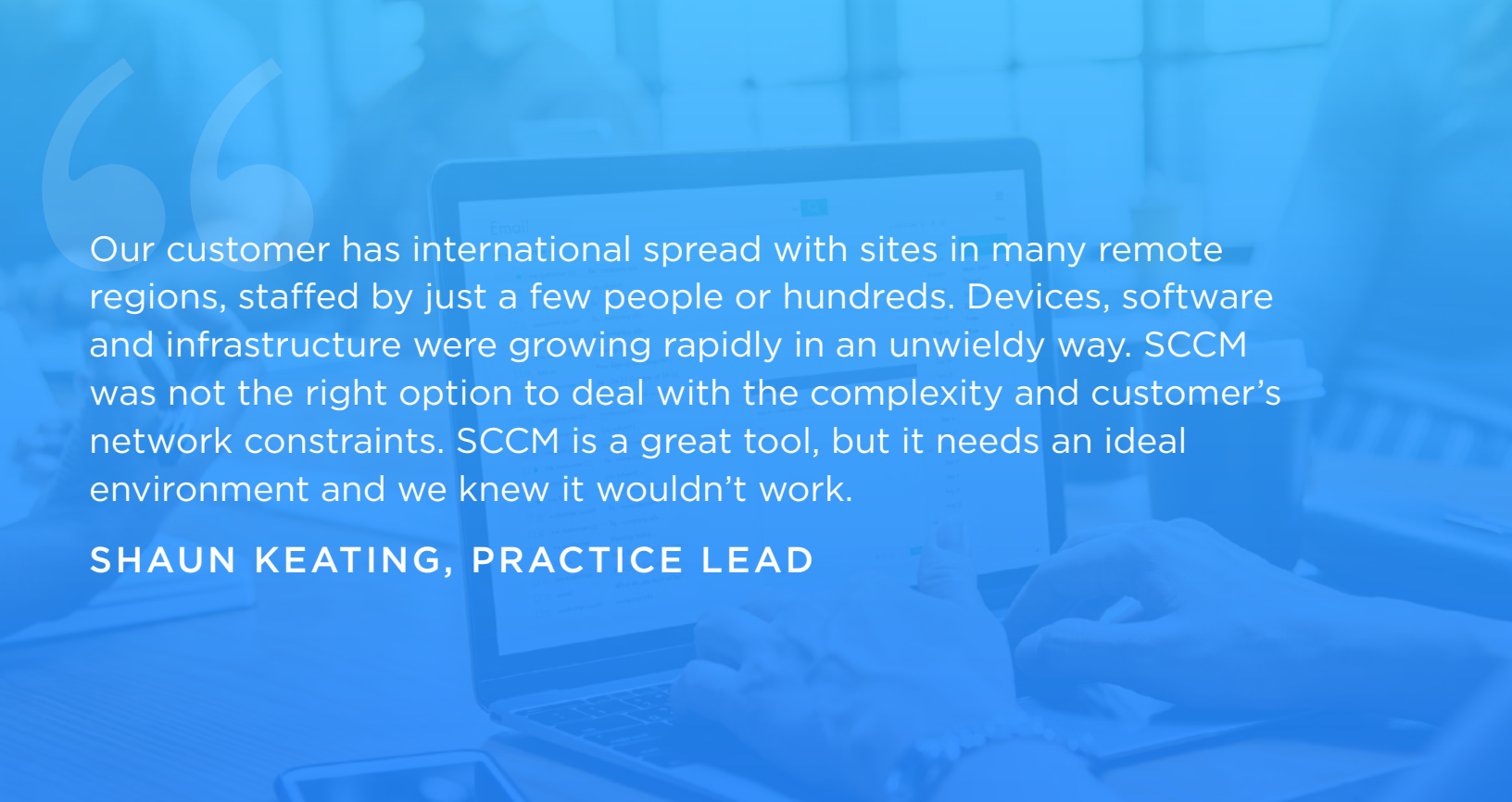
In 2014, Plan B was tasked with managing the IT environment for an oil and gas shipping and logistics firm. The customer had nearly 1,300 users working across 90 sites in 20 countries, including the far-flung Republic of Georgia. Plan B knew its customers well, having previously supported the firm on a number of smaller projects, and was confident in its ability to support the overall environment.

## THE CHALLENGE

Like many international organizations, Plan B's customers suffered from IT sprawl with too many devices, either unused or idle, or at various stages in the refresh lifecycle. A large number of devices were purchased outside of the organization, with staff accustomed to using their own software. The internal IT team not only found it difficult keeping track of software, which was duplicated and creating a cost burden, but struggled with slow, manual software maintenance. The customer's network infrastructure was also outdated with multiple low quality networking links into the business.

After reviewing a number of endpoint management tools for its customer who preferred Microsoft SCCM, Plan B considered using an updated version as a solution. However, the client was rapidly moving to the cloud and really wanted a tool to support this drive.





Our customer has international spread with sites in many remote regions, staffed by just a few people or hundreds. Devices, software and infrastructure were growing rapidly in an unwieldy way. SCCM was not the right option to deal with the complexity and customer's network constraints. SCCM is a great tool, but it needs an ideal environment and we knew it wouldn't work.

**SHAUN KEATING, PRACTICE LEAD**

## THE SOLUTION

After further research, Plan B chose Cloud Management Suite (CMS). Deployed and operated from the cloud, the tool requires no server installation or configuration. To ensure a low-maintenance overhead, Cloud Management Suite incorporates a self-upgrading capability with a multi-tenancy feature, which enables MSPs to proactively manage multiple customer environments from 30 to 30,000 endpoints.

This is done from a single dashboard using any web browser. Leveraging single sign-on functionality, MSPs can set up instances for each customer using a server based on load balancing and customer location. Service providers can also centrally manage customers from their own Cloud Management Suite dashboard.

Mr. Keating describes the ease of use with Cloud Management Suite:

“I was on holiday recently when I received a support call. I was using a mobile device with mobile reception and managed to access my customer's network using Cloud Management Suite. From my holiday villa, I was able to identify and rectify the issue. Even in less than ideal circumstances, Cloud Management Suite pulled through.”



## THE KEY ADVANTAGES



VISIBILITY AND  
CONTROL



EFFICIENT SOFTWARE  
ROLLOUT



POWERFUL & BUDGET  
FRIENDLY

## EXPLORING THE BENEFITS

Working through Plan B, the customer is now using Cloud Management Suite to gain insight into its business and IT environment. A monthly report notifies the in-house team of hardware and software available on the network, licensing costs associated with the software and end-of-life status for devices, giving them total visibility and control over the device fleet. CMS also provides a map of sites, people and devices within the organization, enabling device tracking from anywhere in the world.

Through CMS, the customer now has the capability to standardize software across devices, remove unnecessary software and identify software recently added. Once operational, CMS instantly recognized and deployed more than 140 patches that were due on current software within the business. CMS is also being used by Plan B for new software roll-out. This was previously a laborious manual process, but with CMS the client can now deliver new software to all devices on the network with a few simple clicks.

With CMS, Plan B now has a low-cost, cloud-based endpoint management tool to offer as an alternative to SCCM, which can cost its customers upwards of £22,000 in labour and hardware, and no longer needs to invest in hardware for resale and deployment such as servers and host machines to operate tools like SCCM. With minimal costs, Plan B simply deploys CMS from the cloud and receives a monthly price-per-endpoint license fee invoice.

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Cloud Management Suite presents a unique opportunity to quickly and simply manage a device fleet and perform tasks such as software audits for our customers using a cloud product from a proven and trusted vendor—and earn additional incremental revenue. The product is fully supported and is backed by in-house managers who help with pre-sales, training and deployment.

**WILLIAM MCVEY**

DIRECTOR OF BUSINESS OPERATIONS



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I am totally sold on Cloud Management Suite. We're seeing the software evolving before our eyes and for our eyes. By that, I mean I'm looking at the Cloud Management Suite help file and can see many of our ideas and suggestions being integrated. Product updates and new features are coming through quickly.

**SHAUN KEATING, PRACTICE LEAD**

## 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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