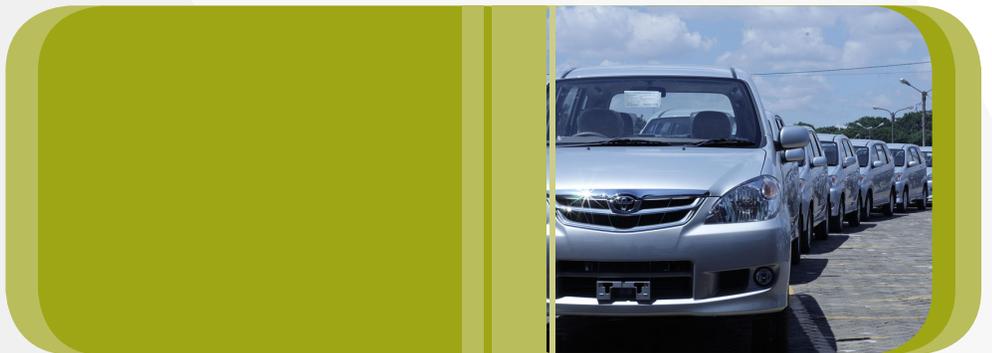


# PT ASTRA INTERNATIONAL TBK: NO PC IS AN ISLAND



CASE STUDY 

## AT A GLANCE

Automobile distributor and manufacturer establishes and maintains real-time visibility and control over 5,000 computers at over 200 locations throughout the Indonesia archipelago.



[www.astra.co.id](http://www.astra.co.id)

## KEY CHALLENGES

- Establish a tight end-user software installation control across a geographically dispersed and large user-base
- Reduce large scale on-site software installation, upgrade or patches deployment efforts

## IMPLEMENTATION HIGHLIGHTS

- BigFix installed on 5,000 computers at over 200 sites throughout Indonesia
- BigFix policy modules and capabilities include BigFix Platform plus Asset Discovery and Management, Patch Management, Software Distribution, and Software License Management
- Server-to-endpoint management data links include landline and satellite communications

## RESULTS

- Near real-time and more accurate snapshot of all asset information of all the company's PCs centrally
- Tighter implementation of software usage and PC usage policy control.
- Reduced PC support efforts



“We’ve been very pleased with our BigFix solution... It’s one of several good strategic decisions we’ve made.”

Benny Halim,  
Policy, Standards, and Security Division Head,  
Astra International

PT Astra International Tbk (AI) is one of the largest private companies in Indonesia, with around 120,000 employees and over 850 business locations, ranging from retail sales and service locations to automotive assembly plants and company headquarters. The company pursues six lines of business: Automotive (car, motor vehicle and component group), financial services, heavy equipment, agribusiness, information technology and infrastructure. Astra International, as the parent company, focuses on distributing Toyota, Daihatsu, Isuzu, Nissan Diesel, Peugeot, and BMW vehicles in Indonesia. The group also produces and assembles several brands of vehicles, including Toyota, Daihatsu, Isuzu four-wheel and Honda motorcycles for the Indonesia market. Indonesia’s geography and demographics play a major role in shaping the company’s business operations, with 234 million people who live on 5,000 of the country’s 17,500 islands.

Astra International’s IT infrastructure includes 5,000 personal computers distributed across more than 200 locations. Approximately 10 percent of these are mobile/laptop computers that may not be connected to the company’s network all the time. Wide area connectivity relies on technologies ranging from multi-megabit-per-second IPVN lines to relatively slow speed (16 kbps) satellite communications. Indonesia’s archipelago geography also makes it somewhat difficult to monitor the service level of the user support or to keep track of the information of these assets in timely and accurate manner.

## Standardization Needed

Benny Halim, Policy, Standards and Security Division Head for Astra International, says the dispersed nature of the company's PC assets made them very hard to provide supports at optimum productivity. "We used to struggle with lack of standardization on many fronts. No two PCs had the same configuration of operating systems, applications, software versions, patch levels or other settings. These conditions make the management and support of this infrastructure very difficult"

These factors caused the IT infrastructure to be hard to support in proactive manner. According to Halim, "Things would go wrong frequently and unpredictably, and our user support team were overwhelmed handing trouble tickets and service calls. These on-site support resources would spend much more time in troubleshooting and resolving users computing problems "

"We decided that we needed to get better control over the infrastructure. We needed a solution that would let us centrally set and maintain standard configurations and let us see what is

going on in, and what is inside, our machines. We also wanted something that would centralize these processes, reduce the need for on-site support involvement and generally simplify our lives," says Halim.

## Configuration Management-Focused Solution

Astra International purchased BigFix in September 2006. The company's selection of BigFix Policy Modules and capabilities reflects Astra International's configuration visibility and management focus. In addition to the BigFix Platform, Astra International licensed BigFix Asset Discovery and Management, Patch Management Software License Tracking and Software Distribution.

To prepare for the BigFix installation, Halim's organization first standardized and upgraded all PCs in the organization to Microsoft Windows XP. After that, they installed the BigFix Agent and Policy Modules. "For Phase II of the configuration consistency effort, we used BigFix to inventory everything on the networked PCs. Based on these inventories, we used BigFix to configure the PCs to meet our standards. This covered a number of areas—removing non-standard software, installing desired software, and updating packages that had fallen out of compliance with the latest versions, patch levels and so forth," says Halim.

"Best of all, we could do this work centrally. We could see what was on every computer, what needed to be fixed, and fixed it," says

Halim. BigFix's lightweight requirements for system resources and network bandwidth are also pluses for Halim's organization. "We needed only fewer servers to support the BigFix solution and took up only a small fraction of the user PC computing resources. People don't notice that BigFix is on their computers or communicating on the network."

Not only has Astra International brought its BigFix-managed PCs into conformance with company standards, it keeps them that way. "If someone tries to install an unapproved application, BigFix automatically removes it," says Halim. "That may sound harsh, but that's our policy."

## Positive Results

Halim says that the BigFix solution has benefited Astra International in several ways. "IT service delivery has definitely improved. With standard configurations, fewer things go wrong, and end-user support spends less time fixing problems."

BigFix software license tracking has helped Astra International get more from its application software investments. "We haven't

## SMOOTH INSTALLATION, UNEXPECTED BENEFITS

reduced the numbers of licenses we use, but we can allocate them more efficiently to the right users. It also helps us plan for software needs better and makes renewals and negotiations with software vendors run smoother," says Halim.

## Summing Up

Astra International's BigFix solution has met all expectations. While the organization has not yet performed a formal cost-benefit analysis, the gains in operational efficiency deliver real benefits to the entire Astra International organization. Benny Halim sums up: "We've been very pleased with our BigFix solution. We've experienced noticeable improvements in service delivery, problem reduction and control. It's one of several good strategic decisions we've made."



### BigFix: Breakthrough Technology, Revolutionary Economics

BigFix, Inc. offers the IT industry's only intelligent IT policy enforcement engine that enables real-time visibility and control of globally distributed desktop, mobile and server computer infrastructures. Built on a revolutionary technology platform, BigFix continually assesses and manages the health and security of enterprise computing devices at the velocity of change.

Without requiring massive investment in dedicated management resources, BigFix automates enterprise-scale malware defense, asset management, software inventory and distribution, vulnerability assessment, policy enforcement, power conservation, and patch management, without compromising network performance, end-user productivity, or security.

BigFix delivers outstanding return-on-investment through slashing IT infrastructure costs of ownership and management complexity while enabling IT organizations to elevate security configuration management from chronic pain point to positive business value resource.