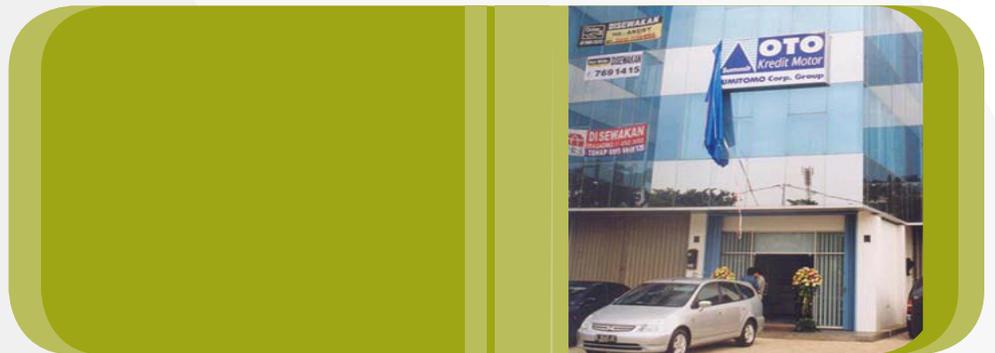


SUMMIT AUTO GROUP INDONESIA: HIGH QUALITY INFRASTRUCTURE MANAGEMENT



CASE STUDY 

AT A GLANCE

Indonesia's leading auto finance organization gains visibility and control over a computer infrastructure distributed across the country's many islands and population centers.



KEY CHALLENGES

- Manage system configurations on an IT infrastructure distributed to over 120 sites in 70 cities throughout Indonesia
- Take a preemptive approach to reducing security and service availability risks through policy-driven configuration and usage controls
- Maintain real-time visibility and deliver high quality management services to the company's IT infrastructure over narrow-band communications links

IMPLEMENTATION HIGHLIGHTS

- BigFix solution includes BigFix Platform, Asset Inventory, Security Configuration Management and Software License Management installed on 3,300 computers throughout Indonesia
- Efficiently delivering real-time system information and content distribution over narrow band links
- Partnered solution with Indonesia-based technology reseller PT. Trinet Prima Solusi



“People doing Business with [us] may never notice BigFix, but they will notice how well we run our business.”

Mr. Agus Achmadyana
IT Division Head
Summit Auto Group Indonesia

RESULTS

- Establishing effective control over Summit Auto Group's asset base despite local communications bandwidth limitations
- Less time spent on diagnosing and fixing security problems
- Getting upper hand over operational difficulties of all kinds

PTSummit Auto Group (SAG) is one of Indonesia's largest automobile finance organization, serving one of the fast growing motor vehicle markets in the world. Operating through two local subsidiaries, PT. Summit Oto Finance and PT. Oto Multiartha, SAG has succeeded by bringing its financial services as close to customers as possible, and operates 120 sites in 70 cities across the vast island nation.

As with any business, distributed computing power has become essential to SAG's effectiveness in meeting customer needs. The company's roughly 3,000 desktop and mobile computers stay extremely busy communicating and processing information related to the company's consumer and business vehicle finance business.

Abstract Needs, Real-World Problems

Data security and information stewardship are mission critical to Summit Auto Group. Not only must the organization successfully defend itself against external security threats, it

must guard against internal business and security risks such as data leaks, inappropriate use of computing resources, software misconfigurations, out of date software patch levels, unauthorized software, and other system management issues common to organizations worldwide.

Mr. Agus Achmadyana, IT Division Head at SAG says that these abstract terms quickly translate to fast-moving problems and incidents at the working level. "At a practical level, we need to do things like prevent data transfers to USB devices, block and remove unwanted applications, and detect tampering with removable subsystems like memory and disk drives on laptop computers. These things can happen very fast. You need both the ability to see what's going on and ability to stop things before they can do damage."

SAG also faces a serious constraint in the form of limited data communications bandwidth that it can devote to system management processes in its IT infrastructure. As with the rest of Indonesia, the company relies on 64/96 kbps frame relay communications to link its computers. Business imperatives

management program. BigFix products included in the solution include the BigFix Discovery 7 Platform, BigFix Asset Inventory, BigFix Security Configuration Management, and BigFix Software License Management.

Visibility, Control and Customization

"The BigFix solution gives us both real-time visibility into what's going on with our computers and ability to move fast to make things right," says Mr. Achmadyana. "The BigFix products are 'instant on' when adding new capabilities, and offer ability to create custom capabilities to meet specific needs. Already, we have written custom scripts to detect hardware changes such as unauthorized removal of memory."

By mid-2008, Summit Auto Group was on schedule implementing the BigFix-based solution, with early results becoming immediately apparent. Mr. Achmadyana comments on results the organization has experienced from the BigFix solution. "BigFix is meeting our expectations in every way. We are making great strides bringing our IT infrastructure under full control, and saving IT staff time in the bargain. Most importantly, we are able to vastly improve the

IMPROVED QUALITY OF INFRASTRUCTURE MANAGEMENT

require that revenue producing and other high business value communications enjoy priority in accessing these limited resources. Furthermore, today's 50-500-megabyte software applications, updates, and service packs can overwhelm a network whose capacity is measured in kilobits.

BigFix Solution

In 2007, Summit Auto Group opened a search for a new generation approach to delivering security and system management services to its infrastructure. Key requirements included:

- Deep, real-time visibility into computer configurations to identify unauthorized software, misconfigurations, business use policy violations, and other information.
- Efficiently deliver and install software updates, patches, configuration fixes and other content to the infrastructure.
- Ability to easily set and enforce system usage policies.
- Track and maintain accurate inventories of software licenses.
- Perform all of the above functions at maximum visibility and speed in the face of limited data communication bandwidth and computing resource constraints.

Working with PT Trinet Prima Solusi, an Indonesia-based solution consultant and value added reseller, Summit Auto Group selected BigFix as the foundation of its next generation system

quality of management services we deliver to the organization despite limited communications bandwidth and computing resources in general. "

As implementation of the BigFix solution continues at Summit Auto Group, these are still early days for BigFix at the company. "BigFix is very advanced technology that is making things simpler and easy for us all," says Mr. Achmadyana. "It really fits in well with our business requirements and the technical conditions here in Indonesia. People doing business with Summit Oto Finance and Oto Multiartha may never notice BigFix, but they will notice how well we run our business."



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.