

Shavlik Case Study



DATA BASED SYSTEMS INTERNATIONAL, INC.

IT.Shavlik.com Enhances Hosted Service Offerings and Empowers SMBs

**MANAGED
SERVICE
PROVIDER**

CUSTOMER OVERVIEW:

Data Based Systems International, Inc. (DBSi) is the leading provider of disaster recovery, managed hosting, and data center colocation services in the Mid-Atlantic region with nearly 30 years of real-world expertise in enterprise-level infrastructure.

BUSINESS CHALLENGE:

DBSi recognized a need for more robust systems management and were seeking a single vendor with broad-reaching capabilities that could be leveraged across their entire customer base. They needed a service offering which would satisfy the needs of both larger organizations with more sophisticated requirements, while still providing a cost-effective solution for their SMB customers.

SOLUTION:

For their server patch management, DBSi successfully replaced Microsoft Windows Server Update Services (WSUS) with Shavlik's flagship premise-based solution, Shavlik NetChk Protect. They also chose to leverage the broad capability set introduced in Shavlik's new web-based offering, IT.Shavlik.com, to manage their customers' desktops.

BENEFITS:

- ▶ Structured control for antivirus and patch deployments for both physical and virtual infrastructures
- ▶ Tighter control over the inventory of applications running on a desktop
- ▶ Allows DBSi to broaden their portfolio of services to manage both servers and desktop requirements
- ▶ Extends flexibility to provide services as required
- ▶ More control over scheduling patch updates
- ▶ New web-based offering uses the same powerful technology available in Shavlik on-premise solutions - with no agent setup required for today's mobile workforce

Christopher Black, Chief Technology Officer, DBSi

DBSi provides innovative, structured, and cost-effective IT solutions for companies that require exceptional support for mission-critical business applications and environments. Headquartered in Bethlehem, Pennsylvania, DBSi operates secure, high performance, highly available data centers in three Pennsylvania locations. In business for almost three decades, DBSi serves 300+ customers in all industry verticals with a strong focus on life sciences, healthcare, and financial services.

DBSi's services include traditional, dedicated, and customized disaster recovery solutions, workspace recovery, and secure hosting. In addition to traditional tape based recovery, DBSi offers advanced recovery services including virtualization, real-time data replication, remote back-up, and redundant data centers.

DBSi's hosting services include high speed wide area network connectivity, daily operational and administration & management services, managed storage, data backup and restoration and security management. DBSi has developed specialized knowledge and processes surrounding the infrastructure services and are the regional provider of choice for major hospitals, healthcare networks, medical practices, financial service firms and mission critical applications.

Streamlined Approach Provides More Flexibility for Both SMB and Mid-Size Markets

DBSi chose Shavlik NetChk Protect to replace Microsoft WSUS. With Shavlik NetChk Protect for patch management DBSi has the level of control needed to maintain 300+ independent schedules and maintenance windows for their various clients. DBSi wanted to take their service offering further to meet marketplace demand – and they needed an application which would serve their entire clients. With Shavlik NetChk Protect for patch management, they now had the level of control needed to maintain systems to patch, validate, and notify customers of patch status.



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During the annual review of their NetChk Protect partnership, they were introduced to IT.Shavlik.com and were immediately impressed with its capabilities. DBSi decided to use IT.Shavlik.com internally to augment its own server patch and server inventory for desktops, remote users, and laptops.

"DBSi now offers a holistic patch management solution that includes the tightly controlled server and mission-critical applications base, as well as the more flexible workstation, laptop, and mobile users of any enterprise" said Black.

IT.Shavlik.com's IT management service allows DBSi's SMB customers to manage their physical and virtual machines from any location at any time, all at the push of a button. With IT.Shavlik.com, DBSi can deliver an effective, agentless, web-based management solution for customers who can simply sign in and go.

As a complementary solution to Shavlik NetChk Protect, DBSi now leverages IT.Shavlik.com to protect the mobile workforce.

Customer reaction has been overwhelmingly positive and more DBSi customers will soon begin using IT.Shavlik.com more extensively for their IT management.

Similar to Shavlik NetChk Protect, with IT.Shavlik.com, IT administrators can find physical and virtual machines they didn't know about and uncover software applications they didn't know were installed in a manner of minutes. As IT budgets shrink and staff numbers decline due to the tight economic conditions for SMB enterprises today, this detailed level of asset discovery is critical in today's world of distributed systems and rapidly growing virtual machine technology.

According to Black, IT.Shavlik.com is a valuable, time-saving tool that gives organizations the knowledge of what's running on the infrastructure along with an inventory of what's running on the desktop, which is critical to quickly troubleshoot and resolve issues.

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- CHRIS BLACK, DBSi

The architecture of IT.Shavlik.com allows IT managers and end users to scan their environment to discover, download and apply any missing security patches and locate physical and virtual assets on the network; they can also download and apply advanced levels of automation for scheduling, reporting and policy development for a variety of environments. The same tools in IT.Shavlik.com can manage a variety of different SMB environments while providing the flexibility to deploy new services as they are required.

Leveraging the Benefits of Cloud Computing

With the launch of IT.Shavlik.com, Shavlik's cloud computing strategy is evolving with changes in SMB computing platforms by looking at where the industry is going, identifying trends, and meeting those demands.

"Ten years ago companies wanted to see everything in their data center," said Black. "Today, we say 'there's an app for that.' And IT.Shavlik.com is making the latest innovations in systems management available, accessible, and affordable to the SMB market by allowing customers to adopt today's technology with the flexibility to meet their business requirements."

"Shavlik understands the dynamic nature of infrastructure and the adoption of cloud computing. Shavlik has evolved with changes and understands where the industry is going, not where it was. That's why we've partnered with them," said Black.

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