

American Modern Insurance Group

Revolutionizing IT to Deliver Greater Value to Business



Business Needs

- Guaranteeing software license compliance, staying ahead of system vulnerabilities and improving overall IT processes.

Solution

- LANDesk® Management Suite
- LANDesk® Patch Manager

Business Benefits

- Realized significant IT savings.
- Reduced inventory gathering process for quarterly software compliance reports from three months to 10 minutes.
- Verified software license compliance in real-time and regained unused licenses.
- Executed a standard patch lifecycle that enables the company to stay ahead of vulnerabilities, even for its remote workstations.
- Reduced its image library from 24 images down to a single image, and reduced the time to update images from 80 hours to 30 minutes.

Recognized as a leading expert in the specialty insurance business, American Modern Insurance Group has consistently earned “superior” industry ratings for financial stability, coverage, and claims service. As a specialist in the recreational market, it offers policies aimed at meeting the needs of owners of motor homes, travel trailers, boats, personal watercraft, classic cars, motorcycles and snowmobiles.

Headquartered in the wooded outskirts of Amelia, Ohio, American Modern employs about 1,200 associates, with 950 working at its main campus and the remainder at satellite and field offices throughout the United States. To keep those employees productive, American Modern leverages the systems and patch management capabilities in LANDesk® Management Suite and LANDesk® Patch Manager, which has resulted in significant IT savings since it first started using the solutions.

Guaranteeing Software License Compliance

Managing software licenses and staying compliant represents a significant challenge for any large organization. Prior to taking advantage of software license monitoring capabilities in LANDesk® Management Suite, American Modern also found it very costly to manage license compliance. It relied on a program that would take a snapshot of a machine’s installed software and store the information in a text file. Its IT team would then spend the next three months gathering those text files and inputting them into databases and spreadsheets in order to create a quarterly asset management report. By the time they finished creating a report, it was time to begin work on the next quarter’s report. Not only was the process time-intensive, the report’s data was always months old.

LANDesk Management Suite enabled American Modern to significantly improve its processes and results relating to asset management and license compliance. “LANDesk automatically performs a daily inventory of all our machines, regardless of where they are,” says Rob Young, manager of End User Support at American Modern. “It enables us to easily compare our actual software asset information with our license information entered into LANDesk® software license monitoring. We went from having to spend two hours every day for three months, to spending barely 10 minutes in order to generate the necessary compliance reports. And, now our reports are always up to date.”

While American Modern has enjoyed significant timesavings from the software license monitoring capabilities provided by LANDesk Management Suite, the company has also been able to guarantee its license compliance, which translates into a significant monetary benefit. “At any given point in time we can see and prove our license compliance,” Young says. “We can also use LANDesk for license harvesting, which allows us to find systems that have applications installed that aren’t being used. We can easily uninstall those applications and collect them back. That represents money we don’t have to spend on future purchases, or we can hold those licenses for when other users need them.”

Enacting Standard Software Distribution Workflows

The inventory capability in LANDesk® Management Suite also gives American Modern a better handle on its overall user environment and makes it far easier for the company to perform large-scale software deployments. “As we get ready for software rollouts or updates, LANDesk inventories let us keep track of and see which machines have the necessary prerequisites and which ones don’t,” Young says. “In the past, it might have taken 80 man hours or more to get an idea if we were close to being ready for a mass deployment. Now we can know if we’re properly prepared in as little as five minutes.”

This level of understanding helps American Modern ensure successful deployments, especially when combined with the software distribution capabilities in LANDesk Management Suite. “LANDesk gives us real control and precision over how the applications are actually deployed,” Young says. “It has enabled us to enact standards and workflows of how we package and deploy all of our applications. It gives us greater consistency, makes our workflows considerably easier, and drastically reduces the time and effort required to do updates or installs, whether they’re large or small-scale deployments.”

American Modern also leverages software distribution in LANDesk Management Suite to deploy workstation fixes, clean up registry settings, and clear out temporary files. “LANDesk has allowed us to be really proactive,” Young says. “We always strive to keep our help desk tickets down. When we identify issues or problems, we can use LANDesk to make sure they don’t happen again.”

Staying Ahead of Vulnerabilities

Patch management was another critical concern for American Modern, and LANDesk® Patch Manager has provided the company a successful method to address this area. “LANDesk gives us complete control over patch management,” Young says. “We can execute a standard patch lifecycle that enables us to stay ahead of vulnerabilities. It automatically downloads the patches. We test them, pilot them, and then deploy them enterprise-wide. With a single click we can see in the console what machines have received the patch and if the patch actually did what it was supposed to do.”

The LANDesk® solution also ensures successful patch deployment to remote users, something that wasn’t possible for the company previously. “Before we would have to collect patches for three months, burn them onto 200 CDs, send them to all of our remote users, and beg them to run the patches,” Young explains. “Now our remote users automatically get their patches instantly as if they were at our main office. That’s a huge plus for us.”

American Modern leverages LANDesk® Management Suite in a number of other ways, including remote troubleshooting of users’ workstations and simplifying OS deployment and image management. In terms of image management, the company decreased the time to build a new image from two days to two hours, reduced its image library from 24 images down to a single image, and reduced the time to update images from 80 hours to 30 minutes.

Overall, LANDesk Management Suite and LANDesk Patch Manager have given American Modern greater control over its environment, enabling it to improve its processes and work smarter. “LANDesk has been revolutionary for our business,” Young says. “LANDesk has changed the way we work, allowing IT to be a better partner with business, prove its value, and be more proactive in creating and easily deploying solutions that help the business succeed.”



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