



CUSTOMER SUCCESS: HEALTHCARE

A multi-national vision insurance company turns to Compucom to ensure endpoint security compliance with the sudden shift to remote work.

Solution:
Infrastructure and Cloud Services

Challenge

With the onset of the pandemic, a global insurance company had difficulties ensuring endpoint security compliance when their employees transitioned to remote work. The number of employees connected to the VPN dropped significantly, dropping endpoint compliance by over 20% and leaving the company vulnerable. Our customer needed us to identify the issue and resolve it quickly.

Action

The root cause of the issue was identified right away. Within a week, we created, tested, and deployed a Configured Management Gateway so that security patches could be distributed to employees who were not logged in via the VPN. In addition to solving the urgent issue, the team also set up the tool to be used as a cloud-based software catalog for future use.

Results

This effort reversed the negative compliance trend within 30 days and returned to above 95% compliance within 3 months. The implementation also laid the foundation for improved user experience for software downloads and endpoint management data, as well as device compliance.

