

CASE STUDY

COMPANY

PEARL DRUMS U.S.

INDUSTRY

MANUFACTURING
MUSICAL INSTRUMENTS

Pearl Drums U.S. is a distributor of drums, percussion musical instruments and flutes.

Pearl Drums U.S. owns and operates a 140,000 sq ft facility in Nashville, Tennessee, consisting of offices for management, staff, customer service, inside sales, warehousing and distribution. Pearl also operates a distribution facility in Chambersburg, Pennsylvania for quick delivery to East Coast dealers.

“Visibility to our entire network in one click. That’s powerful.”



GERRAL HUBBARD
IT DIRECTOR

THE CHALLENGE

Pearl Drums U.S. has a small IT staff managing over 100 endpoints. In addition, the majority of the IT staff supports and acts as developers for proprietary software, leaving little bandwidth for proactively preventing problems and helping users when they occur.

“Our prior IT solution – LogMeIn Central – provided us with the remote access we needed, but scripting ability was non-existent and patch management was very spotty,” Gerral Hubbard, IT Director, shared. For instance, they relied on Windows updates for their patch management process and lacked a reliable managed antivirus solution.

In addition, they felt they didn’t have the support and partnership they would’ve liked. When LogMeIn Central announced a significant price increase without addressing lacking product attributes, they knew it was time to put a better solution in place.

BENEFITS AT A GLANCE

Pearl Drums U.S. shares benefits of their MAX platform solution from LOGICnow:

- ✓ Clear line of sight into our entire IT environment
- ✓ Total control and visibility
- ✓ LOGICnow Live Help and Support Team
- ✓ Open source LOGICnow community for custom scripts
- ✓ Projected \$2k/year savings
- ✓ Increased IT productivity and security

THE SOLUTION

Pearl Drums U.S. deployed MAX Remote Management and quickly discovered integrated functionality they weren't expecting. Today, they use many MAX Remote Management features, including managed antivirus, patch management, automated maintenance, active discovery, alerting & viewing, automated monitoring and custom scripting.

"We found the MAX RM remote access to be a superior product," Gerral said. "One click enables quick and easy access to any server or workstation, all from one dashboard. We were particularly happy to find it accepted a much lower bandwidth, which comes in handy when employees are on the road and using mobile Wi-Fi."

What surprised Gerral, though, was the feature-rich functionality that was built into the MAX platform. "Deploying MAX Remote Management was like lifting a veil; I suddenly had visibility into my entire IT environment – the good, the bad, and the ugly!" he laughed.

Some of it was definitely ugly: one system hadn't been rebooted for 62 days, another had administrative access that it shouldn't have had and many systems had software that the IT department was unaware of. It also became clear that their patch management process wasn't optimal.

"Now we use the MAX platform's patch management to scan our entire network automatically, and install and manage patches. We can force updates, determine when they will happen and on which devices," Gerral said. "Our prior patch management solution was inconsistent and, as it turns out, very unreliable."

MAX Remote Management also provides Pearl Drums' IT department with the ability to automate routine admin tasks through the web dashboard, as well as script and schedule their own customized tasks. Gerral reports the custom scripting component of MAX Remote Management is "a hugely powerful tool" that enables him to script, execute and track custom maintenance tasks.

"Recently, we had a security issue. I wrote an uninstall script, dropped it on our systems and was done within half an hour. With my prior solution, that would've taken me days."

Gerral adds that he appreciates the community of LOGICnow and open source sites like FixitScripts.com. He frequently reviews this and other sites to understand the depth of what he can now do with the MAX platform.

The Active Discovery feature of MAX RM was another bonus for Pearl Drums. "I simply reference my MAX console to see all devices in real time. It doesn't matter if they are in-house or on the road, turned on or turned off. I know when a system is running low on disk space, what the top 10 critical events are, what CPU the machine has, how much memory, what kind of software it's running – everything. One click and it's all there – an incredible depth of information that I've never seen in any other tool." Gerral uses the alerting & viewing functionality to set alerts and get a snapshot of the entire network, enabling him to head problems off at the pass.

Finally, tapping into the power of LOGICcards has proved valuable. LOGICcards pulls data from over 2 million machines on the LOGICnow backbone to provide customers with real-time, actionable insights. "They keep me up to date on what's happening in the IT environment. For instance, right now there are 5 patches with a high failure rate. It feels like someone's looking over my shoulder; MAX has my back."

THE RESULT

Pearl Drums U.S. has implemented robust antivirus and patch management processes and gained insight into their network that enables them to proactively protect and secure their IT environment with minimal IT resources. "Visibility to our network in one click. That's powerful," Gerral concludes. "It elevated us to a proactive IT department that heads off problems before they happen, freeing us up to focus on our more critical developer roles."

LAYERED SECURITY

LOGICnow delivers the only 100% SaaS, fully cloud-based IT service management (ITSM) platform, backed by collective intelligence and the highest levels of layered security. LOGICnow's MAX products, including Risk Intelligence, Remote Management, Backup & Disaster Recovery, Mail, and Service Desk, provide actionable insights, helping IT professionals rewrite the rules of IT.

LNCS00017EN0616

COLLECTIVE INTELLIGENCE

CROSS-PLATFORM

For more information, visit www.logicnow.com
Email: info@logicnow.com

UK: +44 (0) 1313 414899
US: +1 (855) 801 5461
APAC: +61 8 7123 4060
NL: +31 (0)885 222 285

Copyright ©2016 LOGICnow Ltd.