



## *Unicenter Desktop Management Implementation at FedEx*

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### **Customer Profile**

- FedEx provides access to a growing global marketplace through a network of supply chain services, transportation services and business and information services. Today's FedEx is a network of companies that share a rich heritage of innovation and industry leadership. While each company has a unique history, collectively they exhibit the "absolutely, positively" dedication to providing specialized solutions for every shipping, information and global trade need that the world has come to expect from FedEx.
- The deployment of CA tools was across FedEx worldwide with 1 enterprise server, 16 local servers and more than 100 scalability servers. The deployment was built to eventually support over 100,000 agents for all their assets worldwide.

### **Problem Statement**

- FedEx's main concern was to keep all their assets up-to-date with the Microsoft patches which are released every month.
- There was a need to distribute patches enterprise-wide within a specified time window.
- There was no tool to maintain the asset inventory enterprise-wide.
- The Remote Control tool in use had very limited functionality and the communication was not secure.

### **Challenges Addressed**

- As the implementation was worldwide, the deployment had to accommodate targets in multiple time zones.
- Bandwidth between some locations was very low, which slowed deployment of agents and Staging/Sector Servers.
- Many workstations were in workgroups with no admin credentials, requiring a different methodology (i.e., not through the console) for agent deployment.
- Complex network contributed to need for changes to Firewall configuration during agent deployment

### **Benefits of the Solution**

- Reduced the time it takes to distribute Microsoft patches and applications.
- Patch distribution can be done through a centralized location, addressing all workstations enterprise-wide.
- Asset Inventory information and licenses are easier to maintain and manage.
- Weekly reporting was easy to maintain from a management perspective.
- Issue resolution is more efficient, with most issues now addressed using the CA Remote Control (URC), which provides a user-friendly and secure tool.