

CASE STUDY

JBS ENABLES MARTIN DOW TO IMPROVE TASK OPTIMIZATION BY 55%

Overview

Martin Dow, a leading multinational pharmaceutical company based in Pakistan, is renowned for delivering high-quality healthcare products worldwide. In a strategic move to enhance operational efficiency and secure its IT infrastructure, Martin Dow partnered with Jaffer Business Systems (JBS) to upgrade its Ivanti Patch Management system.



Challenges

Existing System Issues

Before the upgrade, Martin Dow faced several challenges with its existing Ivanti Patch Management system. The older version required significant manual effort, leading to increased operational costs and extensive timelines. The manual processes also posed a high risk of late detection of vulnerabilities, impacting the company's ability to respond to security threats promptly.

Impact on Operations

The inefficiencies and high dependency on manual intervention strained resources, slowing down critical processes and increasing the likelihood of errors and security breaches. This not only affected the

company’s bottom line but also its reputation for reliability and security in the competitive pharmaceutical industry.

Solution

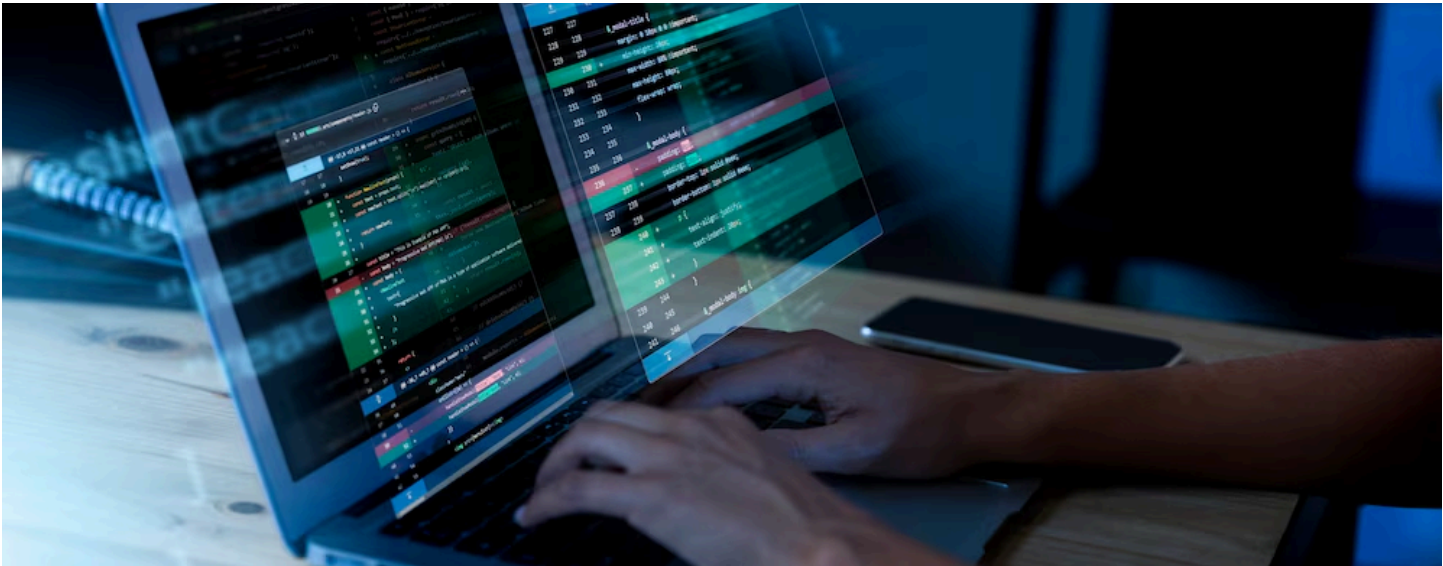
Upgrade Features

The Ivanti Endpoint Manager 2024 version was chosen for its robust features designed to meet Martin Dow’s specific needs. Key features included:

Task Automation	Streamlining task management and reducing manual intervention by 55%.
Prototype-Driven Automation	Allowing the creation of a single prototype that can be deployed across multiple environments, minimizing repetitive setup tasks.
AI Driven Job Optimization	Utilizing artificial intelligence to optimize the execution of patching tasks, ensuring efficient use of resources and minimizing downtime.
Proactive Vulnerability Detection	Leveraging machine learning to continuously scan and identify potential threats, significantly enhancing proactive risk management.

Role of Jaffer Business Systems:

JBS played a crucial role in the seamless transition to the new system. Their expertise in project management ensured a smooth deployment and integration process, tailored to Martin Dow's operational framework. JBS’s continuous support and training enabled Martin Dow’s IT team to maximize the benefits of the new system effectively.



Results

Performance Improvement

The upgrade led to a remarkable improvement in operational efficiency:

- Task optimization was enhanced by 55%.
- Human resource requirements were reduced by 25%, allowing the redeployment of staff to more strategic roles.
- Significant cost savings and improved turnaround times were achieved, contributing to better overall performance.

Key Benefits:

Apart from the direct improvements in efficiency and cost, the upgrade enhanced Martin Dow's security posture. The company can now manage vulnerabilities more effectively and maintain high standards of data protection and security, crucial for its credibility in the pharmaceutical sector.

Conclusion

The Ivanti Patch Management upgrade has transformed Martin Dow's patch management operations, setting a new standard for operational excellence within the industry. This project not only improved the immediate operational metrics but also positioned Martin Dow for future technological advancements.



Contact

For more information on how Jaffer Business Systems can revolutionize your IT operations, or to learn more about the Ivanti Patch Management system, please visit www.jbs.live or contact us directly.

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