



Overview

Country or Region: United States
Industry: Financial Services

Customer Profile

Computershare Limited is a global leader in transfer agency, employee equity plans, proxy solicitation and other specialized financial and communication services.

Business Situation

Prior to this recent spate of acquisitions, Computershare deployed Microsoft Systems Management Server (SMS) 2.0. However, due to the IT sprawl created through these acquisitions, Computershare inherited disconnect IT environments that collectively included a range of SMS 2.0 and 2003 hierarchies.

Solution

The Henson Group provided the specialized advanced configuration services to enable the client to re-engineer Computershare's Systems Management Server 2003 solution to more effectively support its infrastructure.

Results & Benefits

Computershare reduced the number of SMS administrators down to three from six, new architecture eliminated issues with inventory tracking, and centralized systems management was deployed for 5,500 workstations and 1,000 servers located throughout the US and Canada.

GLOBAL TRANSFER AGENCY RECRUITS THE HENSON GROUP TO RE-ENGINEER SYSTEMS MANAGEMENT SOLUTION TO BETTER SUPPORT INFRASTRUCTURE IN LIGHT OF RAPID GROWTH

Microsoft Systems Management Server Live 2003 Advanced Customization

This engagement was significant because it exemplifies how The Henson Group was able to quickly consolidate disparate SMS hierarchies into a centralized SMS hierarchy offering a single point of administration, drastically reducing costs and the time necessary to deploy updates to workstations and servers.

- Raphael Van de Graaff, Principal Consultant, Project Lead

Microsoft Gold Certified Partner The Henson Group, Inc. (THG) provided Computershare with advanced configuration services to enable the client to modify its Systems Management Server 2003 solution to more effectively support its infrastructure, in light of dramatic growth.

BUSINESS SITUATION

Computershare Limited is a global leader in transfer agency, employee equity plans, proxy solicitation and other specialized financial and communication services. Many of the world's largest companies employ its innovative solutions to maximize the value of their relationships with investors, employees, customers, and members.

Computershare has approximately 10,000 employees spread around the world and serves 14,000 corporations and 100 million shareholders and employee accounts in 17 countries across five continents. (For more information about Computershare, please visit: www.computershare.com.)

Computershare has expanded dramatically in recent years, most notably the \$307 million sale of the EquiServe unit of Kansas City-based DST Systems Inc.

The acquisition was remarkable for Computershare, as EquiServe is one of America's largest transfer agents (share registrars), providing corporate shareholder services to U.S. companies, including share registry and employee plan administration services. EquiServe alone provides services to



In light of such activity, integration of operations is formidable across all fronts, but especially complex for the North American technology environment that spans 5,500 workstations and 1,000 servers throughout the US and Canada.

more than half the 30 companies listed in the Dow Jones Industrial Average.

The deal solidified Computershare's position in the most important securities market in the world, making it a pre-eminent supplier of both share registry and employee plan services in the US. (Computershare is headquartered in Australia.)

In total, EquiServe has approximately 1,300 clients and provides services to almost 19 million shareholders. The Employee Plan Administration business supports in excess of 1 million active employees. The primary processing facility is in Boston, Massachusetts, with additional major facilities in Jersey City, Edison, New Jersey and Chicago, Illinois.

At the time, Computershare announced Penny MacLagan, Executive Director on Computershare's Board of Directors and the Group's Chief Information Officer, would be based in the US and lead an integration team that will include existing senior staff from US business and senior management of EquiServe, augmented by specialist Computershare staff drawn from around the world.

The integration team was responsible for identifying and implementing all synergies, managing the transition of EquiServe's business into Computershare.

More recently, smaller deals were struck enlarging Computershare, such as the March 2006 acquisition of the transfer agent operations of Sun Trust Banks, Inc in Atlanta, as well as a separate transaction acquiring the share ownership management services of National Bank Trust, Montreal.

In light of such activity, integration of operations is formidable across all fronts, but especially complex for the North American technology environment that spans 5,500 workstations and 1,000 servers throughout the US and Canada.

Prior to this recent spate of acquisitions, Computershare deployed Microsoft Systems Management Server (SMS) 2.0 in 2000, which provides a comprehensive solution for change and configuration management for the Microsoft platform, enabling organizations to provide relevant software and updates to users quickly and cost-effectively.

However, due to the IT sprawl created through these acquisitions, Computershare inherited disconnect IT environments that collectively included a range of SMS 2.0 and 2003 hierarchies.

"This is a common scenario in the business world, where rapid growth and acquisition presents challenges to integrate systems and eliminate redundancies and costs," says Raphael Van de Graaff, THG Principal Consultant and Project Lead.

With Computershare, the approach was to take the ADS concept and apply it to developing a strategy for realigning SMS into a single, centralized authority, requiring a minimal investment in services.

"Inevitably, the ability to achieve such integration and streamline the technology that drives the business is crucial to how the deal is perceived down the road."

For Computershare, this involved centralizing systems management for all North American operations in its North American headquarters in Canton, Massachusetts.

Interestingly enough, Raphael Van de Graaff, now at The Henson Group, was formerly the SMS Administrator for EquiServe prior to its acquisition by Computershare. Subsequent to the acquisition, Van de Graaff learned of the SMS challenges through his contacts and offered a unique program, usually purposed for pre-deployment implementation planning.

The Architectural Design Session (ADS) Program designed by The Henson Group involves an intense planning and review program where specially trained Microsoft Certified consultants meet with a client's IT professionals to devise a solution development plan, including a viable deployment strategy, based on your specific criteria and environment.

"This program marks the evolution and standardization of many of the pre-deployment services we already offer clients," says THG President Greg Henson. "Effective architectural planning is crucial to the outcome of any major deployment and enables you to drive the highest possible return on your investment."

With each ADS, the client receives a Solution Implementation Road Map that thoroughly documents the optimal product configuration, server and network requirements, deployment project plan, and any potential risks/issues. Such high-level architectural planning is not only beneficial for devising a practical strategy for deployment, but is helpful in minimizing risk and ensuring ROI.

"At this level, IT executives are faced with uncertainty on pulling the trigger on expensive deployments that are loaded with risk," says THG Senior Vice President, Sales, Alan Klein. "An ADS program removes much of this uncertainty and risk, because it involves designing the custom architecture, based on real-world factors and the very latest product information. Considering the increasing levels of accountability IT managers are held to these days, we realized this was the ideal time to launch such a program."

With Computershare, the approach was to take the ADS concept and apply it to developing a strategy for realigning SMS into a single, centralized authority, requiring a minimal investment in services.

While Computershare initially found its way to The Henson Group through a pre-existing relationship with Van de Graaff, Van de Graaff joined The Henson Group because of its



The Henson Group implemented software metering, as part of the SMS solution. Software metering is an important task that can help you limit the legal liability your business might incur due to software copyright infringement.

strengths in his primary field of systems management solutions.

Founded by former Microsoft engineers from the product groups in Redmond and Microsoft Consulting Services (MCS), The Henson Group is officially designated as an exclusive “Go To” partner for SMS-related engagements. The Henson Group offers a full-service Systems Management unit staffed by experienced Microsoft Certified consultants, usually specializing in multiple technologies.

The Henson Group is consistently ranked at or near the top of Microsoft’s official Resource Directory for Microsoft Certified Partners for Systems Management Projects for both SMS 2003 and Microsoft Operations Manager 2005 (<http://directory.microsoft.com>).

And, The Henson Group achieved Microsoft’s official Advanced Infrastructure Solutions competency for proven experience deploying the Microsoft systems management software family of products, including MOM, SMS, System Center Data Protection Manager, and others.

What this meant for Computershare was that The Henson Group had the resources, project experience, and proven technical ability to achieve its objectives.

SOLUTION

At the outset of the engagement, The Henson Group first conducted extensive discovery and reviewed Computershare’s existing proposed SMS 2003 architecture.

Based on this comprehensive review, The Henson Group updated the proposed architecture, including project plan, to achieve the SMS 2003 consolidation the client sought.

This was soon followed by the actual SMS 2003 Site Server installations, implementation of a new startup script based client migration and deployment, upgrade to the new Inventory Tool for Microsoft Updates (including the remediation of the Computershare Office 2003 installation for compatibility with the scan tool), and ongoing Knowledge Transfer, extensive documentation, and administrator training.

The Henson Group implemented software metering, as part of the SMS solution. Software metering is an important task that can help you limit the legal liability your business might incur due to software copyright infringement.

Network administrators are often responsible for monitoring software usage and fulfilling several objectives in the process. For Computershare, this now enables:

What they needed was to reduce the number of tools and costs associated with monthly patching, while achieving centralized auditing and reporting

- Ensuring that your software usage does not exceed the number of licenses you legally own.
- Avoiding the purchase of more licenses than are needed.
- Conforming to licensing agreements concerning extended or concurrent usage and expiration dates.
- Managing the overall number of licenses owned in the most cost-effective manner by balancing license demand across servers and sites.
- Ensuring that illegal or unauthorized software is discovered and prevented from running.

In regards to security, from patching perspective, Computershare was using a combination of tools, including SMS, HFNetChk from Shavlik, and Update Expert, a scenario which the client expressed was expensive to support.

“What they needed was to reduce the number of tools and costs associated with monthly patching, while achieving centralized auditing and reporting,” Van de Graaff says. “As a public company, this also helps address Sarbanes-Oxley compliance, among other related issues.”

Failing to implement a comprehensive security patch management strategy could have severe consequences for enterprises – critical business production systems may fail, or security-sensitive systems could be maliciously exploited – all leading to a potential loss in productivity, time, access to business applications and subsequent revenue.

SMS 2003 delivers an enterprise-proven solution for managing update deployment, providing a set of tools and processes that enables quick and easy determination of Windows-based systems in need of critical updates, and the ability to test and reliably deploy these updates throughout their environment, allowing enterprises to proactively maintain the integrity of their Windows environment.

RESULTS & BENEFITS

From the point at which The Henson Group revised the architecture through the actual deployment, the consultancy not only achieved Computershare’s objectives, but did so within two weeks — a formidable challenge, considering that the environment encompasses 5,500 workstations and 1,000 servers located throughout the US and Canada.

In fact, the deployment was so seamless and non-intrusive that, for example, in the Montreal facility, which includes 500 workstations, not single incident ticket was submitted to the internal Help Desk.

In terms of efficiency gains, Computershare was able to reduce the number of SMS administrators down to three from six.



About The Henson Group

Founded by former Microsoft engineers in 2000, The Henson Group is an award-winning Microsoft Gold Certified Partner specializing exclusively in deploying Microsoft technologies, official product training, and strategic consulting for overcoming today's business challenges.

The preferred solution provider for many major US and international corporations, The Henson Group is designated an official "Go To" partner for most major products, consistently ranked within the top three consultancies in Microsoft's partner directory (found at: <http://directory.microsoft.com>), holds a seat on the national Microsoft Partner Advisory Council, has direct ties to the product groups, and offers a price guarantee that assures the highest quality service at an unbeatable value.

"However, the big story here was the issues the new architecture eliminates in terms of inventory tracking," Van de Graaff says.

As corporations are becoming more focused on reducing costs, the ability to accurately track corporate software throughout the lifecycle and stay compliant with vendors' licensing policies has become a necessity.

SMS 2003 provides an integrated way to not only know what applications are installed, but to track application usage as well. It can track which users are running applications, for how long, and how many instances concurrently.

This functionality is fully integrated with the enterprise scalable inventory of SMS 2003, and enables the saving of money on potential new application purchases, while staying compliant on existing products, and effectively phase out unused applications, resulting in enterprises using what is paid for and paying only for what is used.

"So, you have a situation, which is common policy, where individual business units are charged for software and hardware usage," Van de Graaff says. "Without accurate hardware inventory, this is very difficult. The other side is the need to remove unused stuff."

Other change and configuration benefits Computershare now enjoys with its centralized SMS 2003 solution include:

- Deliver critical business applications reliably and easily to users in the right place at the right time.
- Reduce software costs and stay compliant by understanding the installed application base and their usage.
- Improve security of the Windows environment through increased vulnerability awareness and reliable targeted delivery of updates.
- Deliver enterprise management to the growing mobile workforce through industry standards independent of connection or location.
- Reduce operational costs by fully utilizing the management capabilities built into the Windows platform.

© 2006 The Henson Group, Inc. All rights reserved.
This case study is for informational purposes only.
THE HENSON GROUP MAKES NO WARRANTIES,
EXPRESS OR IMPLIED, IN THIS SUMMARY. All
technologies described herein are either registered
trademarks or trademarks of their respective owners
in the United States and/or other countries.

Document published December 2006.