



## MagiCure Case Study

<b>Company Name:</b>	RSA the security division of EMC (www.rsa.com)
<b>Industry:</b>	IT Security
<b>Number of PCs:</b>	20,000
<b>IT Challenge:</b>	Save Time and Money on Help Desk
<b>Solution:</b>	MagiCure Instant Recovery Software

RSA, The Security Division of EMC, is the premier provider of security solutions for business acceleration.

### **The Problem:**

RSA and many other corporations are struggling to keep up with day to day help desk requests. System staff and IT administrators are falling behind, dealing with new viruses, software patches, application deployments, and much more. IT administrators in RSA spend the majority of their time supporting the infrastructure. Troubleshooting common PC problems is complex, delicate, and mostly time-consuming.

### **The Need:**

RSA's main goal was to reduce the overall help desk volume. The company was not interested in adding more staff members, but to find better tools to work more efficiently, to reduce help desk time and save cost.

## **The Solution:**

The solution offered to RSA was deploying MagiCure on all systems. MagiCure software offers a completely new approach to PC system recovery and configuration management, which can significantly lower PC support costs and reduce end-user downtime. MagiCure enables both local and remote restoration of a PCs to a desired working state (including operating system, applications, data, and user settings). And it does this within the time it takes to reboot the PC — even with a failed operating system or a corrupted registry. This is a capability unparalleled in the industry!

With MagiCure installed, if there is a call to the help desk, tech support can now tell end users to just reboot the PC. It is simple, instant, clean and fully effective way to undo any PC problems.

MagiCure solution significantly reduces PC troubleshooting, repairing and restoring time to seconds!

## **Key Benefit from Using MagiCure;**

- Reduced overall PC support costs and increased Helpdesk staff productivity
- Reduced end-user downtime and productivity losses associated with lack of system availability, and/or data re-creation due to system failures
- Reduced risk of roll-out problems and end-user downtime in the event of failed patches
- Maintained business continuity and data protection in the event of successful virus intrusions
- Dramatic improvement of customer satisfaction levels by providing new levels of systems availability, troubleshooting, and problem resolution timeframes

*“MagiCure saves us a lot of time and money on PC maintenance. I can definitely say that with MagiCure installed we reduced 80% of the time spent on PC problems. Another advantage is that we can use MagiCure on a VMware environment which is very useful for us .It's an incredible feeling to know that whatever happens to your PC - you will always be able to get out of any problem in the shortest time possible....”*

Elad A, Regional IT Manager at RSA, Security Division of EMC

- Patch Management

For many corporations, deploying patches or updates to hundreds of applications running across the network is an important, yet risky, job because the success of the effort depends on how the system accepts the patches.

MagiCure changes the way patch management is handled. It benefits IT administrators from patch testing and debugging to patch roll-out. MagiCure makes the patch roll-out task a significantly more streamlined and trouble-free activity.

### How MagiCure helps IT administrators manage patch deployment

Issue	Without MagiCure	Using MagiCure
Patch testing	Rebuild the system after each test	10 second rollback after each test
Patch debugging	Difficult to debug in mixed systems	Easy to point out problems with clean snapshots
Patch roll-out risk	High	Low

- New Application Deployment

Deploying new applications to a corporate wide network has always been a huge risk, because it may cause a total failure on some of the client systems.

MagiCure provides a great safety net for IT administrators when deploying the new applications by providing an insurance policy. With MagiCure installed on the client system, IT administrators know employees will not walk into the office and face a crashed system the next morning.

### How MagiCure helps IT administrators deploy new applications

Issue	Without MagiCure	Using MagiCure
Recovery from failed deployment	Hours	Seconds
Risk of new application deployment	High	Low