

Case study

With Nexthink, Bunge improves its infrastructure's application compliance and security, while providing proactive service to its users!

Bunge Limited: Dedicated to improving the agribusiness and food production chain since 1818

Founded in 1818 and headquartered in White Plains, New York, Bunge is a world leading agribusiness and food company, with a diverse portfolio of products ranging from bottled vegetable oil to renewable fuels. It has over 32,000 employees in 40 countries (i.e. North

America, South America, Europe, Asia-Pacific, Africa & Middle East and the Caribbean) and generates annual revenues of over \$45 billion. Over the last ten years, Bunge has had strong growth in EMEA.

The challenge: To harmonize and rationalize its user infrastructure

Bunge EMEA's strong growth and its decentralized operational structure caused significant disparity within the user infrastructure.

To remedy this situation, in 2008 Bunge EMEA set up a program to bring its IT infrastructure in line with company strategy, and in the process implemented a program of standardization and rationalization.

Despite acquiring a lifecycle management solution for user desktops, they were unable to address all aspects of the problem. After installing and deploying their selected solution, they noticed that it did not cover – or only partially covered – a crucial need to provide full visibility of the IT infrastructure through gathering and organizing hardware and software data, while creating useful, up-to-date reports in a simple real-time view.

A comprehensive, easy-to-use, real-time reporting system

Louis Leclézio, Bunge EMEA's IT Director states, "We were looking for a proactive alerting tool that would enable us to easily have up-to-date reports of installed applications and their usage on our users' desktops."

A simple demonstration convinced Bunge that Nexthink was the right solution for their needs. After initial discussions Nexthink was deployed and configured in less than 10 days. "We got in touch with Nexthink for the first time at the end of November and everything was up and running

15 days later! Their commercial responsiveness is quite impressive," comments Louis Leclézio.

A single server, based at Bunge EMEA's HQ in Geneva, now manages 3,200 user desktops, spread over 54 facilities in 19 countries.

Once installed, Nexthink showed the extent of its capabilities, greatly exceeding those of a simple alerting tool – by providing the visibility of the real-time user activity of their entire user infrastructure (i.e. network, computers and applications).

“Nextthink has really changed our lives. With a single investigation, at a glance we can visualize installed and used applications in real-time without having to do long, tedious manual data linkages. Moreover, we avoided the necessity of

extracting information from a resource and comparing it with one contained in the Active Directory, which we had to do previously with our PC lifecycle tool,” explains Louis Leclézio.

Preparing efficient migration towards Windows 7 and rationalizing third-party software licenses

One of the key steps in the infrastructure alignment program chosen by Bunge lies in the standardization of user desktops and their migration to Windows 7.

With Nextthink, Bunge was able to gain full inventory and usage of their end-user infrastructure and assess their capacity for the Windows 7 migration. Once the migration was in order, Nextthink tracked the implementation and alerts on points in question throughout the migration. This allowed any migration issues to be detected and solved before end-users were affected. Furthermore, before and after the migration, Nextthink performed a comparison analysis of both environments to highlight the migrations’ operational success.

The practical visualization of real desktop activity provided by Nextthink ensures that only those applications actually used are migrated. Numerous local business applications (such as tax administration, salary processing and ERP) are often installed for one-off purposes and are automatically transferred as user desktops are replaced, without the need for justification. IT managers have no means of measuring the real usage level of these applications.

Nextthink made quite a reputation for itself in being able to reduce the number of applications

to be migrated. As an example, during the migration towards Windows 7, Bunge only had to take into consideration 12% of the existing applications. Desktop compliance has considerably improved as a result. While it is relatively easy to manage a few software licenses, it becomes almost impossible to do it for a large amount. As a result, they have been able to rationalize their software license management. For instance, in one of their subsidiaries, several users have an AutoCAD license on their desktops. Having negotiated with the vendor to find the best solution, Bunge acquired a single server license for simultaneous access by users, to give easier management and a reduction in purchase and maintenance costs. In another case, a significant number of users had an Acrobat license, while most of them used only Acrobat Reader. Bunge EMEA was able to reduce the number of licenses dramatically and as a result generate important savings.

“Thanks to Nextthink, once we’ve migrated all countries, we will have an overall view and it will be easy for us to set up and deploy global rationalization for software license acquisition at the EMEA level,” states Louis Leclézio.

Identifying non-compliant activity and improving security

Despite the implementation of resilient mechanisms for ensuring infrastructure protection (i.e. proxies, antivirus software, etc.), with Nextthink’s help, Bunge managed to detect high-risk conduct in breach of the security policy in force, and prior to unsuspected potential threats.

Without replacing currently installed security tools, but rather by complementing them,

Nextthink helps to identify security violations and provides decision-aid tools for additional solutions to be installed to remedy the situation. For example, Nextthink was able to identify the source of non-standard network activity within its network. A computer (without admin rights), to which approximately fifteen other machines were connected, was acting as a double proxy and thus allowing users to bypass the company’s



“official” proxy in order to access peer-to-peer services with an extremely high volume of data being transferred. A local security audit was carried out to isolate the computer in question and put a stop to the non-compliant activity. Another example was the use of Portable Firefox, (via a USB stick), a very common practice. As the software directing flow towards the proxy was “joined onto” Internet Explorer only, users were bypassing the internal proxy to gain access to non-business related services. Armed with the knowledge – provided by Nextthink – of these non-compliant activities, the

IT department introduced a solution that directs the flow towards the proxy, irrespective of the browser in use.

Despite the fact that one of the most powerful antivirus software tools on the market is present on all user desktops, Nextthink was able to show that viruses were still present on Bunge desktops. Therefore, the IT department warned concerned local IT managers and provided them with cleaning tools for implementing systematic elimination of viruses on the Bunge network. A month later, out of 3200 active sources, only one computer still had viruses.

From a reactive Support Center to a proactive Service Desk

Thanks to Nextthink truly real-time capabilities and its high-performance alert system, the support center is able to resolve recurring incidents proactively, even before users are affected. The use of Nextthink has helped reduce service desk calls by 34%.

As an example, Nextthink was able to show that a collaborative tool (i.e. a mailing tool) was often the source of a problem. For an unidentified reason, its code went into a loop and used almost 80% of the CPU on the computer it was

installed on. The support team was able to contact those users potentially affected and provided them with a patch to solve the problem.

“When I came to Bunge, one of my goals was to enable a proactive, efficient and effective IT service department. Thanks to Nextthink and its real-time capabilities, we are no longer firefighters but providers of proactive services,” confides Louis Leclézio.

Nextthink: Compelling, infectious usage with proven benefits

Today, Bunge EMEA has 30 Nextthink users in various services of the IT department (i.e. IT procurement, infrastructure and networks, security, and the Service Desk).

After the successful rationalization of software licenses, Bunge EMEA is now addressing printer rationalization, using the same process.

Outside of EMEA, Bunge is planning to expand Nextthink use to other continents – Asia, North America and South America.

Within the framework of its IT Service Management project, in order to be capable of providing a proactive service to users, Bunge is planning to use Nextthink to input comprehensive, up-to-date inventory

information into the Configuration Management Database (i.e. assets, activities, etc.).

Finally, Bunge has the project of integrating Nextthink with “ServiceNow” to benefit from the newly rationalized workflow and ease the implementation of ITIL’s process.

“2012 will be the first year of Bunge EMEA’s infrastructure alignment and we have not yet made an objective calculation of the benefits brought by Nextthink. However, we can already state that with the knowledge provided by Nextthink, we are able to manage – and therefore enhance – our infrastructure in terms of compliance, security, quality, performance and profitability,” concludes Louis Leclézio.



About Nextthink: Nextthink provides the most advanced, intelligent real-time monitoring, investigation analytics, and root cause analysis for the entire IT Infrastructure from the end-user perspective. Our software helps IT connect, communicate and collaborate to achieve their major initiatives, and improve their business end-user's IT experience. Nextthink is complimentary to traditional application performance management (network and server), help desk, operations management, and security tools, and eases ITIL change, and release management processes. Nextthink serves the Fortune 5000 utilizing a leveraged partner model. Nextthink is a private company headquartered in Lausanne, Switzerland. Nextthink® is a registered trademark of Nextthink S.A. To learn more, visit <http://www.nextthink.com>