

FAYAT Implements Matrix42 Solution to Fully Manage the PC Infrastructure at Its 160 Subsidiaries

FAYAT

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Thierry Tellier, Deputy Head of IT Operations at FAYAT

FAYAT Group overview

The FAYAT Group is the leading independent construction and industrial group in France, and ranks fourth among French construction groups. The Group was founded in France in 1957 and currently operates 160 companies spread out through 170 countries. FAYAT's 19,100 employees support customers all around the world

with innovative, durable solutions for the construction market and seven major related fields: public works, foundations, buildings, energy and services, metal, sheet metalwork, and road maintenance equipment. The Group generated revenues of €3.7 billion in 2017.

The challenge

As part of an IT system revamp FAYAT sought a next-generation PC infrastructure management solution that could be scaled to cover the approximately 8,000 workplaces in use throughout the Group. The solution would have to accommodate the complexity of the Group's IT infrastructure and offer a complete functional scope encompassing technical and administrative workplace management.

The solution

Following an in-depth audit of the main solutions on the market, the FAYAT IT service manager decided to adopt the Matrix42 solution. A Group company based in Germany was already using this solution, and Matrix42 was able to successfully demonstrate the comprehensive scope and superior quality of the solution's functions through large-scale usage tests. The solution covers all of the FAYAT Group's needs and allows the IT service manager to go further in terms of ensuring software standardization, IT Service Management, and the service catalog.



FAYAT

FAYAT has made its own development a priority ever since it was founded in 1957. The success it has seen so far has been driven by diversification and external, organic growth, fueled by a desire to undertake new projects. The Group currently enjoys a strong presence in seven major sectors; these complement one another nicely, thereby assuring the Group's stability. FAYAT's success rests on a truly entrepreneurial culture, rigorous management, and the large degree of autonomy it grants to its subsidiaries. The Group's activities contribute towards increasing quality of life on a daily basis by bringing together companies and communities. FAYAT also designs industrial materials that anticipate the needs of tomorrow.

PC infrastructure management at the core of the IT transformation

Given the fact that FAYAT employs 19,000 people at 160 subsidiaries spread out throughout the world, managing the Group's workplaces represents a complex strategic endeavor. Prior to implementing the Matrix42 solution, each company in the Group took a silo mentality to managing their own PC infrastructures; few of the companies had a dedicated solution in place to do so.

Within the scope of an ambitious IT system revamp, FAYAT's IT service manager placed workplace management at the core of the Group's approach to modernization and transformation, simultaneously addressing efficiency, technical and administrative management, and service quality goals.

Up until that point, the FAYAT Construction division, which encompasses approximately 4,000 workplaces, had been using a single application with classic remote and application deployment functions for maintaining its PC infrastructure. The question therefore arose as to whether this solution should be extended to other

companies in the Group, or if a new solution should be adopted altogether. "Even if the existing tool had been working properly, the various IT teams still would have resisted adopting it, and it would have remained limited in terms of its functional scope. In light of our goals and ambitions, we decided to carry out an audit of the main PC infrastructure management solutions on the market," says Thierry Tellier, Deputy Head of IT Operations at the FAYAT Group.

The actual project was carried out over six months, and the audit narrowed down an initial selection of three solutions. Among these, Matrix42 was already being used in Germany by Bomag, one of the companies in the FAYAT Group, to manage 2,000 workplaces. The three preselected solutions were subjected to testing under real conditions, which focused on the distribution of the applications, technical escalations, and inventories. At the end of this in-depth testing, Matrix42 was selected for rollout throughout the entire FAYAT Group.

A wealth of functions that cover the complex setup

Matrix42 set itself apart straight away through its comprehensive functional scope, which covers all the technical and administrative workplace management requirements defined by the FAYAT IT service manager. Matrix42 offers functions for remote, end-to-end workplace implementation, encompassing the operating system and all the applications required by each employee. “Matrix42 allows us to easily implement any work environment from scratch, no matter what the required configuration may be. The solution enables us to apply updates and security patches and lends us a great deal of agility to make all the changes that may be necessary throughout the lifecycle of each user’s workplace,” emphasizes Tellier.

The second aspect that cemented FAYAT’s decision was the complexity of its IT setup. “Given the fact that the Group operates 160 subsidiaries, its IT infrastructure obviously wasn’t homogenous. Some subsidiaries had 30 users, while others had 1,500. Some had directories in place, while others didn’t,” Tellier explains. “Within this structural context, we needed a solution that could adapt to the complexity and heterogeneity of our setup Matrix42 is particularly high-performing in this regard, as well, and lets us ensure a high level of efficiency as far as this is considered.”

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Matrix42 become a key strategic component of our IT system. The expansion of its functions is not only impressive on paper, but also in reality. The great strength of the Matrix42 solution lies in the fact that it does everything so well.

Thierry Tellier, Deputy Head of IT Operations at FAYAT

PC infrastructure management – and beyond

New modes of use and the development of digital technologies – such as the cloud, mobility solutions, intelligent devices, and so on – have made workplaces key elements of company performance. Employees can arrange the different programs that they need and access enterprise data via multiple interfaces. Moreover, the IT service manager can manage and administer complex infrastructures of devices and applications, all while assuring watertight service quality for internal clients.

After all, workplace management does not stop at classical aspects of technical and administrative management. “We were won over by the fact that Matrix42 let us go even further towards achieving our goals,” says Tellier. “That’s especially the case for SAM and managing software standardization; the solution is outstanding on both of these counts. We were able to confirm this at our subsidiary Bomag, which had already been using these functions. We have now implemented them throughout the entire Group to guarantee license conformity and manage audits with the greatest ease. The next step will consist of working on optimizing license usage.”

“The Matrix42 solution has proved to be a prescient choice; it includes functions that we didn’t yet foresee ourselves using initially but now need, such as IT Service Management for handling incidents, requests, changes, problems, SLAs, etc. We decided to replace our current solution with the one from Matrix42.”

The IT service manager of the FAYAT Group decided to implement entirely new functions, such as a service catalog that opens up valuable, efficient IT resources to users. Users can find the applications and programs that they need independently via a system of self-service. The same will apply to arrival forms for new employees that will automatically generate new accounts, PCs, software installations, and so on. Matrix42 offers a single form with automated workflows to handle processes that used to require several tools.

Locations

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About Matrix42

Matrix42 helps organizations digitize the workspace environment of their employees. The software for digital workspace experience manages devices, applications, processes and services simple, secure and compliant. The innovative software supports the integration of physical, virtual, mobile and cloud-based workspace environments seamlessly into existing infrastructures.

Matrix42 AG is headquartered in Frankfurt am Main, Germany, and distributes and implements software solutions with regional and global partners.