

# CoServ

## Unified Endpoint Management



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David Castillo, Client Services Manager, CoServ

### CoServ Brief Overview

CoServ began serving North Texas as Denton County Electric Cooperative in 1937. Operating as CoServ Electric since 1998, this not-for-profit utility has over 10,478 miles of electric infrastructure serving more than 245,000 electric meters across Denton, Collin, Cooke, Grayson, Tarrant and Wise counties. The company’s natural gas affiliate, CoServ Gas, was established in 1998 and serves more than 128,000 gas meters in Denton, Collin and Kaufman counties.

### Challenge

CoServ wanted to move from manual IT asset management that depended on Excel spreadsheets and Access databases to a centralized and automated IT service management system. It was important that the solution would fit their immediate needs with little or no customization, while still being scalable for the future.

### Solution

CoServ selected Matrix42 Unified Endpoint Management for its functionality and ease of use. It has consistently expanded its use of the modules – from patch and asset management to mobile device management, the self-service portal and service desk – and has met multiple needs along the way within a single, integrated system.



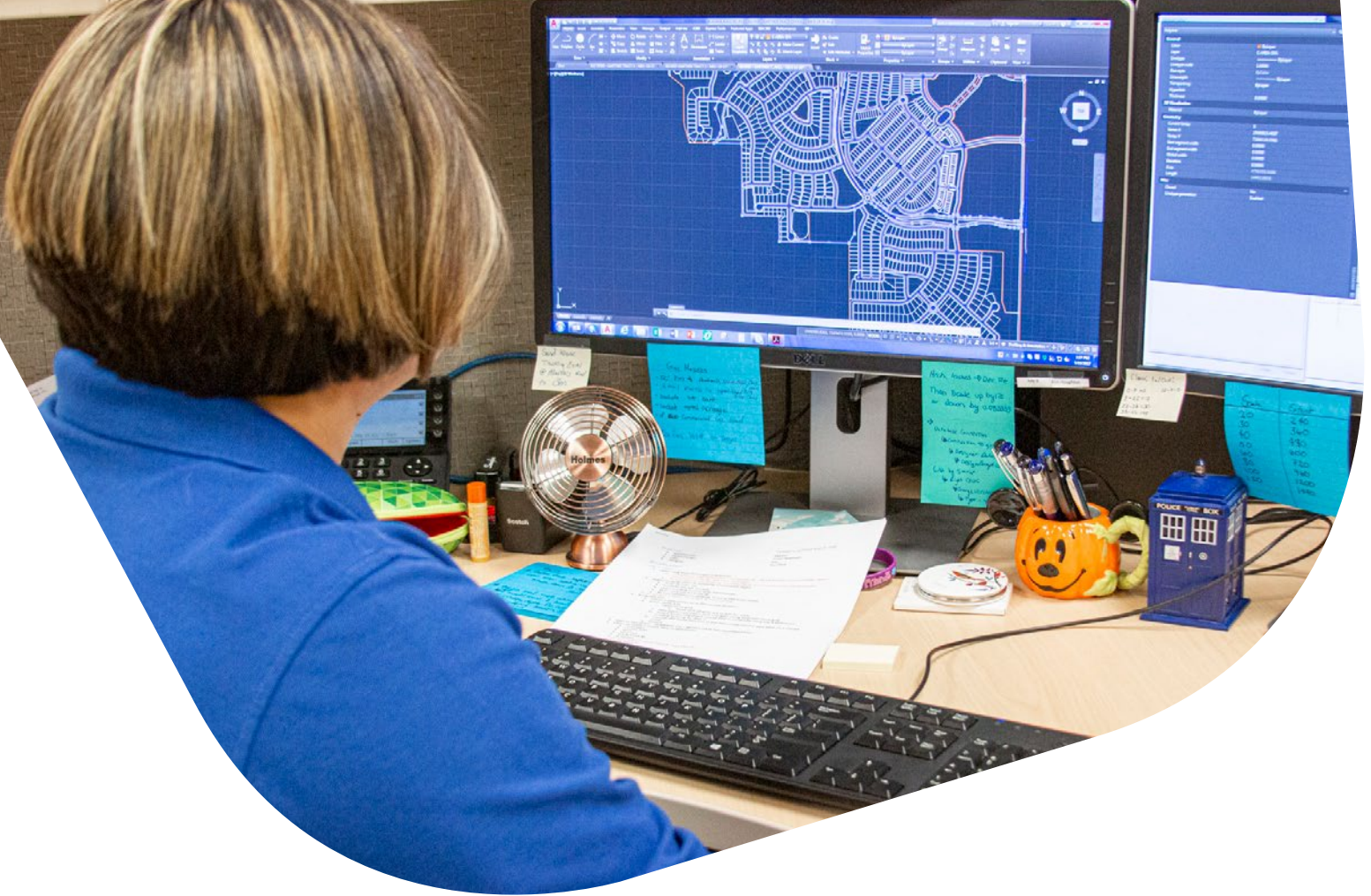


# CoServ

## Changing the game in IT service quality and efficiency

As a supplier of electricity and natural gas for rural and suburban areas 30 miles north of the Dallas-Fort Worth metroplex, CoServ provides a vital service to its local communities. Automation plays a big role in energy supply and yet, as recently as 2016, the company was still managing much of its internal IT manually. Client Services Team Lead Conan Tearney remembers, “We didn’t really have systems management or any form of centralized endpoint management. The software patching solution we were using was not fully functional, which was presenting us with a serious security issue. And we were doing everything manually, from data entry to manual software checks.” This is why, in early 2016, a project was initiated to investigate potential improvements. “Once we decided to address the issue, we knew we wanted to look at the bigger picture and address endpoint management as a whole, not just automating the deployment of software to laptops,” adds Tearney.





## Evaluation and experience

Client Services Manager David Castillo explains how he and his colleagues went about selecting a solution: “We knew that we wanted to stop managing our IT assets with Microsoft Excel and Access and start using a professional backend service management solution. We looked at several options, but we found most of them were too big and would involve too much labor intensity for what we wanted to achieve. Conan mentioned that he had experience in using Matrix42 Empirum and so we took a close look at their solution. It immediately became obvious that while it was scalable, it was also the right size of solution for what we needed at that particular time. In the end, it was quite easy to decide in favor of Matrix42.”

# Start small, evolve rapidly

In mid-2016, the CoServ implementation team began rolling out Matrix42's Patch Management and Asset Management. A consulting team from Matrix42 HQ in Germany flew out to help with the implementation. Speaking about the deployment process, David Castillo says, "We noticed right away how easy the solution was to roll out, especially the patch management. From the outset, our goal was to be able to use as much functionality as possible out-of-the-box, to really push the limits of the product without having to customize anything. The Matrix42 solution proved to be incredibly versatile in this regard. We started to see results right away." This was important because Castillo and his team were under pressure from the Information Security team to improve the patching situation rapidly and dramatically. And the Matrix42 solution delivered. "We went from a situation in which thousands of patches and other software installations would fail to work correctly and reduced that by around 90% within a few weeks. This was a huge improvement. Everyone was extremely impressed."

The benefits continued in terms of software distribution. Matrix42 Service Management helped to reduce the time it took to complete big software deployments from days to hours. And as they started to deploy Matrix42 Silverback to manage their mobile devices, the same kind of improvements were quickly evident.

Since then, the CoServ team has begun preparing to implement the Matrix42 self-service portal and service desk to replace manual ticketing for service requests by the end of the year, and to add incident management, change management and contract management in 2020. David Castillo explains, "We originally looked at the tool to help us solve a few specific problems. But as we began to use it, we saw other service gaps it could fill with valuable functionality. We have grown with the product and used it to evolve our service because we realized that we can be very proactive in terms of using it to address other issues. For example, we can now use Matrix42 to generate a list of deployed hardware that will be out of warranty within the next 30 days with a couple of clicks. Overall, for a company of our size to go from no endpoint management to having a complete and unified endpoint and service management system within a few years speaks volumes about the quality, power and ease of use offered by Matrix42."

# Significant service improvements, and superb support

Speaking about the overall experience of working with Matrix42, David Castillo says, “It’s been a very positive experience. From our perspective as an IT service provider, we have less downtime, we’re more productive, and we have better service reliability and stability. This has given our users greater peace of mind and more confidence in our ability to provide a reliable service. In addition to the outstanding quality and the ease-of-use of the tools themselves, the people we’re working with at Matrix42 have always gone the extra mile for us. If we were concerned that there could have been a service delivery gap because of the distance between Germany and Texas, we had no reason to be. It’s been seamless. Ultimately, Matrix42 has transformed how we manage the 650 computers and 200 mobile devices within the company. The solution just helps us in so many ways that add value every single day. And the quality of the support we receive from Matrix42 means we don’t need to consider the kind of professional services that are particularly expensive for a not-for-profit organization like ours.”





# Charging towards the future

CoServ is by no means finished with its expansion when it comes to making the most of Matrix42's comprehensive Unified Endpoint Management offering. As Castillo explains: "In 2020, we will be implementing incident management and the rest of the ticketing and contract management functionality we are not already using. We also have six people testing Matrix42 Service Store, and we're finalizing the relevant service request workflows. We're only hearing great things from them, especially about how easy the interface is to use. It's going to be a game changer for our employees."

Concluding his thoughts about CoServ's experience with Matrix42, Castillo says, "Our situation is night and day better than it was before we implemented Matrix42. We now have huge confidence in the accuracy of our data, the completeness of our asset information and our ability to fulfill our operational and compliance requirements. I can honestly say that Matrix42 helps me sleep better at night."

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## Locations

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## About Matrix42

Matrix42 helps organizations digitize and secure 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.