



Inchcape Volkswagen

CASE STUDY

Helping Inchcape
Professionally Manage
Their IT System Patching

ABOUT INCHCAPE

Inchcape is one of the leading franchised automotive retailer groups operating in 34 countries and partnering with the world's leading brands including, Audi, BMW, Jaguar, Land Rover, Mercedes-Benz, Toyota and Volkswagen.

With a passion for placing the customer first, today Inchcape in the UK operates from over 80 dealerships spread across the country as far north as Sunderland down to Exeter in the south-west and employ around 5,500 staff.

PATCHING HAD BECOME A CONCERN

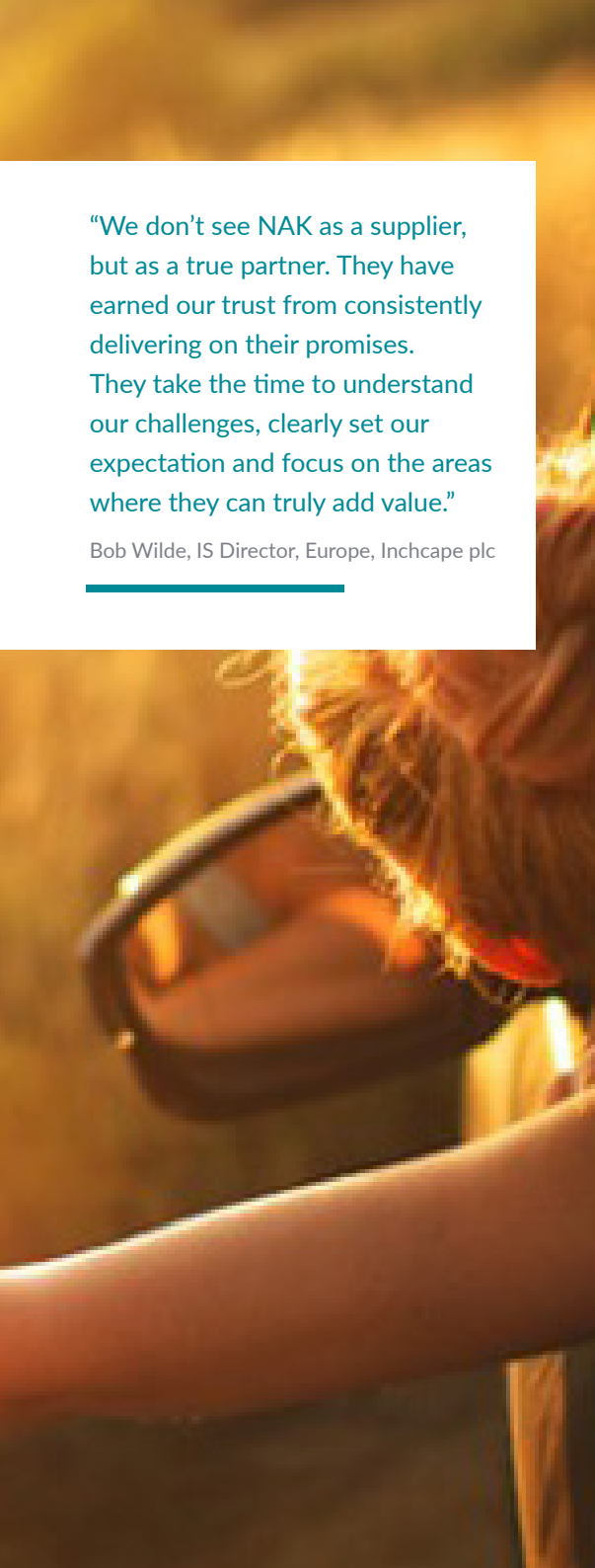
Inchcape faced an issue that is all too familiar for many organisations. Due to various priorities across the IT team, they had fallen behind with managing the patching of systems and this was now causing concern.

Every system that was not up to date with patch management potentially introduced security vulnerability and reliability issues to the business. However, bringing every system up to date with the correct patches was a major task and without careful management, could disrupt the vast number of applications being hosted on these systems.

“We recognised that we needed external help to address our patching issue. We needed a trusted partner who could help us meticulously plan and manage this remediation project and NAK quickly showed their credibility in this area.”

Bob Wilde, IS Director, Europe, Inchcape plc





“We don’t see NAK as a supplier, but as a true partner. They have earned our trust from consistently delivering on their promises. They take the time to understand our challenges, clearly set our expectation and focus on the areas where they can truly add value.”

Bob Wilde, IS Director, Europe, Inchcape plc

ASSESSMENT & REMEDIATION

The NAK team worked with Inchcape to quickly assess the status of their patch management across their IT server estate. This enabled them to clearly define the remediation work that was required and to prioritise the actions that were needed.

The challenge was to complete the remediation work as quickly as possible, but to do so in a methodical way that would avoid disruption to the business. This is where NAK’s experience shone through with a carefully thought-out plan that would step them through a number of phases where patching would be applied, and each dependent application could be thoroughly tested. This made what was perceived to be a mammoth task appear simple and was competently achieved.

ONGOING PATCH MANAGEMENT

Once the initial remediation work was complete, Inchcape retained NAK to provide ongoing patch management services. On a monthly basis, NAK assesses the patching that is required across the Inchcape server environment and actions and tests these updates out-of-hours against an agreed schedule.

“We just know that our patching is in safe hands with NAK. They take an important part of our IT Management and meticulously execute this with the attention to detail that we have come to expect from their team.”

Bob Wilde, IS Director, Europe, Inchcape plc

THE OUTCOMES

The remedial patching work undertaken by NAK quickly got Inchcape back to where they wanted to be with all systems operating at the latest release. This project along with the ongoing patch management service provided by NAK has delivered significant benefits:



Reduced Risk

By ensuring that all servers are fully up to date in terms of system and security patches has reduced business risk associated with both security vulnerabilities and resilience.



Avoid Disruption

Through meticulous planning and out of hours execution, patch management is a task that just happens without disruption to the day-to-day business of Inchcape.



Methodical Process

Inchcape has gained the peace of mind that their patching is being professionally managed; each requirement is captured, prioritised, scheduled and executed methodically.



Documented Management

With NAK managing the patching process, Inchcape gain full visibility of their server estate with comprehensive documentation of each asset and release level of each system.



A KEY PARTNERSHIP

The flexibility and agility of NAK has proved to be invaluable for Inchcape. With NAK they have a true partner that is there to help them and operate as an extension of the internal IT team. Following the success and value gained from the patch management service delivered in the UK, Inchcape is now looking to extend this cover to systems across their mainland European operations.

“We always turn to NAK when we need IT assistance. We know that they always place our interests first and have the integrity to only take-on projects where they know they can add value.”

Bob Wilde, IS Director, Europe, Inchcape plc

ABOUT NAK

NAK is helping organisations to create Secure, Agile IT Environments.

Our goal is to be the trusted advisor and managed service partner for our clients, helping them to address those fundamental challenges that are critical to their business success. We do this by taking the time to understand your business, what you are looking to achieve and connecting the dots between where you are now and where you want to be.

Helping organisations to maintain and secure their IT environment

If you would like to know more about how we can help you assess, remediate, and manage your patching, simply reach out on the contact details below.

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