

KoçSistem Achieves 99.5% Patch Compliance Rate with BMC

“The BMC solutions gave us back valuable time that we could devote to other tasks. We saved 50 working days with automated patch management and ten working days with automated server provisioning.”

Fevzi Gümüş | Management Systems and Automation Unit Manager | KoçSistem



99.5%

patch compliance rate after two patch cycles



6,000

servers remediated for custom compliance rules



100%

patch and compliance ratio from day one

Business Overview

With a focus on leading digital transformation for its 250+ managed services, 150+ corporate cloud, and 60+ SAP customers, KoçSistem has 8,500+ servers running across three data centers and a solution portfolio that includes Internet of Things (IoT), big data and analytics, security, enterprise cloud, enterprise mobility, business solutions, and digital workforce robotic process automation (RPA).

Its Security Operations Center (SOC) ranks first in the field of software in Turkey, as does its R&D and Innovation Center, which has more than 100 R&D engineers dedicated to producing solutions for the future.

With a focus on providing value from the supply chain all the way through to the customer experience, KoçSistem's 1,300 employees serve customers in banking, telecom, retail, energy, durable consumption, automotive, public, insurance, and many other sectors. By developing strong strategic partnerships with the world's largest technology manufacturers, KoçSistem matches its customers' needs with the right business partners to create an effective ecosystem.

Business Challenge

As KoçSistem has continued its growth, it has faced shortcomings in compliance, patching, and provisioning for its installed base. The infrastructure team couldn't manage its Windows and Linux servers properly because of too few staff and too many servers, and missing patches were causing security and audit problems, server vulnerabilities, and negative compliance scores during internal and external audits.

BMC Solution

KoçSistem turned to BMC based on its reputation for leading IT automation software and selected BMC's suite of leading IT operations management (ITOM) solutions for their out-of-the-box patching, compliance management, and provisioning capabilities, with configuration and training assistance provided by a local partner.

Business Outcome

By automating its patching, compliance, and provisioning processes, KoçSistem decreased costs, increased revenue, and made more efficient use of its skilled personnel. Patch management helped reduce the time spent downloading, analyzing, testing, approving, reporting, and remediating patches from vendor sites across different platforms.

In the area of server provisioning, the solutions helped with operational tasks, saving time on data collection, preventing errors, and eliminating the costs of integrations.

Quantifiable benefits of the solution set included:

- 99 percent compliance with third-party agents
- Zero missing security patches older than 30 days
- Regular reporting on 40 different custom customer patches
- Creation of 15 custom compliance rules and remediation actions for Windows/Linux
- 1,200 servers per month scanned with PCI and CIS templates
- 5,000 Windows and Unix application installation changes automated per year

“BMC helped us achieve better compliance management by speeding up the determination of policy compliance for multiple standards.”

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