

Al Bawani

Established in 1991 and headquartered in Riyadh, Saudi Arabia, Al Bawani is a construction company specialising in housing complexes, industrial and commercial buildings, hospitals, educational institutions and defence facilities. It employs more than 12,000 people (www.albawani.net).



Challenge

As the business grew and working practices changed, Al Bawani needed to improve IT management for all hardware and software across the group. Monitoring, updating, securing and accessing all IT assets used by employees in multiple locations was becoming a significant challenge for the IT team.

Sajjad Ahmed, Data Centre and Cyber Security Manager at Al Bawani, says: “We wanted to introduce a group-wide remote support system. We had different vendors providing our antivirus and inventory solutions. We needed to change our antivirus software, and improve inventory management to ensure all IT endpoints were up-to-date, secure and performing efficiently.”



Solution

Al Bawani identified a number of potential vendors. This led to a demonstration by GoTo of Central – its remote monitoring and management (RMM) solution. Next came a lengthy proof of concept process, which enabled Sajjad and his team to evaluate the benefits of Central for the business.

Central was subsequently chosen as the solution to enhance day-to-day IT management. It gives IT teams fast, secure remote access to any endpoint. It maintains security via patch management and antivirus software that is constantly monitored and updated. It gives full visibility into endpoint infrastructure, with auditing and reporting capabilities. It enables proactive monitoring to identify issues before they cause a problem. One-to-many scripting is used to automate routine tasks, relieving the IT team of mundane, time-consuming work.

Al Bawani needed to deploy Central across all of its 1,750 endpoints throughout the business, including laptops, desktops and servers. Sajjad and his team worked closely with GoTo to manage risks and ensure a smooth transition.



Results

Central has enabled AI Bawani to consolidate all of its IT management services into an integrated solution from a single vendor. This consolidation has reduced costs by up to 30%.

IT can now provide remote support to all end users in any location. Central allows background access to endpoints, so IT can carry out work without disturbing the user. Information can also be retrieved without taking up significant bandwidth, which is ideal in areas with poor or intermittent connections. The one-to-many capabilities of Central enable IT to push out applications to many machines simultaneously.

These efficiencies have greatly reduced the time IT specialists spend on routine tasks, enabling them to focus on more value-adding work.

Sajjad says: "Central is a plug-and-play solution that's intuitive to use. As a cloud-based tool, there's no need for any new hardware. The scripting features are excellent, and enable us to improve maintenance of all machines from a central point. Unlike many competitor solutions, Central uses existing Windows or Mac scripts, so we didn't need to learn a new coding language."

"I would recommend Central to any business. It's easy to implement and use, as well as being scalable. It gives your IT team everything in one place, and it's easy to deploy and manage with very little training."



Sajjad Ahmed
Data Centre and Cyber Security Manager, AI Bawani

"Central's monitoring has really helped my team focus on essential tickets. This has been made possible because of the self-healing features Central provides. We have been able to reduce mundane tickets drastically and have Central do all these tasks."



Wesley Mariano
IT Technical Manager, AI Bawani

**Drive IT cost savings, resource efficiencies
and performance improvements with Central.**