

## Background

Case Study | Teletech Holdings

Teletech Holdings is a leading business-processing outsourcing (BPO) organization. Serving 17 different countries and in over 25 different languages, the primary services offered to their clients include customer management, transaction based processing, database marketing services, professional sales and more. Teletech Holdings' sole mission is to assist organizations with the standardization of business processes, allowing those companies to remain focused on growing their bottom-line and maximizing their use of resources.

Matt Womack, IT Director-North American Region at Teletech and his team are responsible for maintaining and supporting all hardware and network resources for each of the call centers in North America. His team of 53 support staff manage a total of 23,000 desktops with duties ranging from hardware maintenance and back office support to endpoint security and desktop management.

"Having a solution with the granular abilities that Desktop Authority's USB & Port Security offers has helped us secure our data and pass audits related to PCI compliance."

-Matt Womack, IT Director-North American Region, Teletech Holdings



## The Challenge

Being a BPO organization, Teletech Holdings is forced to not only abide by the compliance mandates set forth for them as a publicly traded company, but they also inherit the regulations of the businesses who have contracted their services. One of the newer and often overlooked regulations, the Payment Card Industry Data Security Standard (or PCI DSS), is a standard created to protect the data of all credit cardholders. It was because of this regulation, the IT department at Teletech was forced to implement higher standards of data security which included placing restrictions on the use of memory sticks and other removable storage devices.

Teletech evaluated and researched numerous solutions that provided this type of functionality, but purchasing point solutions that typically only solve one or two pains is not how Teletech tends to acquire software. In this case, they wanted a solution that not only safeguarded their network from copying or removing data, but could also solve other desktop management concerns. Teletech needed to find a way to centralize desktop management, increase efficiency for desktop configuration and decrease the complexity associated with managing a large number of Group Policies. They found that solution in ScriptLogic's Desktop Authority. They also solved their PCI DSS Compliance woes with Desktop Authority's USB & Port Security Option.

## The Solution

PCI DSS mandates that any company who stores, processes or has access to cardholder data must take appropriate measures to ensure the data being handled is secure. Restricting access to sensitive information and regularly monitoring security systems and processes are a huge factor with this standard. With the popularity of removable media devices, new safeguards must be implemented to prevent the removal or copying of data on these devices. For Teletech Holdings, Desktop Authority's USB & Port Security tackles this issue head-on.

"Having a solution like Desktop Authority for Teletech Holdings is MORE than just having something in place just in case," Matt Womack explains. "Auditors will

actually go out and test the endpoint to show that we are equipped with the correct processes in place to ensure there is no data leakage, so having a solution with the granular abilities that Desktop Authority USB & Port Security offers has helped us secure our data and pass audits related to PCI compliance."

Teletech Holdings looked at other solutions, but none were as comprehensive and easy to use as Desktop Authority. "Eventually, this will be a global initiative so we needed to ensure the solution we selected was robust enough to handle 50,000+ desktops—that was the key differentiator in choosing Desktop Authority," declares Matt Womack.

## Everyday Management of Desktops

Implementing Desktop Authority has also helped Teletech with their everyday management of desktops. By addressing tasks such as rapidly configuring and launching desktops under time constraints, quickly pushing out applications for users to, fixing registry issues, copying host files or even creating shortcuts, Desktop Authority has proven to be more than what was originally sought after in terms of a solution.

Womack states “We had one project where we had to launch 500 seats in the course of a weekend. If we had to manually try to accomplish this, we would be looking at 4-5 days to get a verified usable profile. With Desktop Authority’s rapid launch capabilities, we could do this in 3 hours.” Womack continues, “This product is the bread and butter of desktop management. We couldn’t have accomplished this type of project or anything like it—without it.”

## Group Policy Made Easy

PCI Compliance was why Teletech looked at Desktop Authority, but many other factors played a role in why they chose to go with the solution. The ability to centrally manage desktop configurations was important, but even more so was the ability to take control of their Group Policy usage with such a large and diverse Active Directory. Mapping drives, creating shortcuts and other deployment settings that would normally require extensive scripting or the use of Group Policy can be achieved with just a few mouse clicks using Desktop Authority.

## Conclusion

The Desktop Authority family of products reduces the cost of managing the Windows desktop and eases the burden of supporting the desktop lifecycle by enabling administrators to proactively control, inventory, secure and support desktops from a central location. Desktop Authority, coupled with optional USB & Port Security, provides policy-based lockdown of USB, storage and communication devices with multiple levels of security, restricting and managing access to certain device types to protect sensitive company data.

## About ScriptLogic

*ScriptLogic Corporation, a wholly owned subsidiary of Quest Software (Nasdaq: QSFT), is a recognized leader in Microsoft Windows systems and security management. Empowering more than 27,000 customers worldwide with the ability to manage the desktop lifecycle, streamline Active Directory management, secure and protect Windows servers, and ease the burden for Exchange administrators, ScriptLogic’s award winning solution families can benefit small to enterprise-size organizations in any industry. For more information on how you can capitalize on your existing IT investments for **Desktop Management, Active Directory Management, Windows Server Management and Exchange Management**, please contact us. ScriptLogic is headquartered in Boca Raton, Florida, with offices around the world. You can also reach ScriptLogic at (561) 886-2400 or on the Web at <http://www.scriptlogic.com>.*

*Desktop Authority & the USB & Port Security option provide Teletech Holdings the following benefits:*

- *Configuring desktops went from a week long project to just a few hours!*
- *Meeting requirements and passing audits related to PCI DSS was easily achieved with DA USB & Port Security*
- *Simplifying Group Policy management was accomplished with Desktop Authority*

Matt Womack explains, “With the number of clients we support, and the limited number of staff qualified to manipulate Group Policies, making even a quick change to a GPO could be crippling to our business.” Womack continues, “With Desktop Authority, we simply push that ability out to sites, granularly select who can change what and avoid the headache associated with knowing if something was edited correctly or not. You just go through the intuitive Desktop Authority interface, know what changes need to be made and click—their done!”

Teletech Holdings sought a tool to help them with PCI DSS compliance, and found a solution that helped them centralize and automate routine desktop maintenance tasks. Womack concludes, “To meet and fulfill the PCI DSS requirement is why we looked at Desktop Authority—functionality, practicality, and even cost is why we will continue to grow with Desktop Authority.”