WHY YOU WILL REPLACE MICROSOFT SCCM

THE SOLUTION REPLACEMENT CYCLE

Prior to launching Syxsense, we spent more than a decade helping IT organizations install and maintain their endpoint management solutions. Over time, we noticed an unfortunate pattern: many companies were stuck in an endless cycle of replacing their solutions every few years. The dreaded replacement cycle consists of five major steps.

1. PURCHASE

Often with the help of a consultancy, a company develops requirements, evaluates alternative solutions, completes a proof of concept and purchases a endpoint management toolset that matches their needs.

2. INSTALL

The solution is installed using expert advice and works as designed. Endpoint management tasks are completed with accuracy and efficiency. IT staff members are happy with the tools and IT users are satisfied with the service they receive.

3. PROBLEMS

Over time the toolset slows down and inconsistencies with system data appear. IT staff members work around problems and explore different methods to keep IT services running smoothly.

4. BLAME

As problems become more severe, IT managers notice decreased productivity. IT users are impacted by performance or reliability issues and escalate their concerns. The solution is blamed.

5. DISTRUST

As IT investigates how to resolve the problems, they lose faith in the endpoint management solution. Under pressure to restore high quality IT services and IT staff productivity, a decision to replace the solution is reached and the process starts over.

This never-ending replacement cycle is not just expensive and time consuming for the IT organization, it also creates IT quality issues, negatively impacting business results. While no one purposely sets out to follow this path, many companies find themselves in this situation. We took a closer look at the underlying causes to see if there was a way to break the cycle.

WHAT LEADS TO EARLY REPLACEMENT?

We considered whether companies were purchasing the wrong solution in the first place. The answer was: not necessarily.

The companies we worked with had generally gone through a sufficient due diligence process to find a solution that worked for them. After the initial deployment, they ended up with toolsets that met their requirements and produced the desired results.

The question became, "After initial success with an endpoint management solution, what causes problems to develop and ultimately fail to meet its objectives over the long term?"

One of the primary answers we found was not a complete surprise. Endpoint management solutions, like other complex software systems, must be maintained. Yet fundamental maintenance routines were largely ignored or only partially completed.

Maintaining complex, on-premise software systems is costly and time-consuming. Even though repurchasing and redeploying a endpoint management solution every few years is far more expensive, it is simply too easy to fall behind in maintenance tasks. There is always more pressing work—supporting users, rolling out new services, and responding to trouble tickets.

THE TOP 6 PROBLEMS

These are the areas where we found that lack of ongoing maintenance and other issues lead to the replacement cycle.

INFRASTRUCTURE
MAINTENANCE

AGENT
MAINTENANCE

SOFTWARE
UPDATES

REMOTE USER
SUPPORT

ASSET
RETIREMENT

CONTRACT
COMMITMENTS

HOW TO AVOID EARLY AND REPEATED REPLACEMENT

By studying each of the six problems that lead to repeated replacements, we found the best solution for existing endpoint management solutions that have already been deployed can be to establish and follow an ongoing maintenance process. While it takes time and resources, it may be a reasonable way to protect your investment.

We also came up with another approach: build a new breed of endpoint management solution that avoids these problems in the first place. This is one of the core ideas that drove the design and development of Syxsense.

Our aim was not just to build a solution that delivered the right functionality, reliability and performance. It was to eliminate the problems that consistently lead to the replacement cycle. IT organizations have two ways to prevent repeated tool replacements:

- **Establish and ongoing maintenance process**
- **Choose a toolset that eliminates the maintenance process**

Next we compare these options in the context of each of the six identified problems.

1. INFRASTRUCTURE ADMINISTRATION & MAINTENANCE

Most solutions require foundational maintenance activities for optimal performance. For example, IT staff must budget enough time amid daily responsibilities for reporting, documentation, and routine upgrades.

DOCUMENTATION OF
INFRASTRUCTURE

INFRASTRUCTURE
BACKUPS

ROUTINE
HEALTH CHECK

COMPREHENSIVE
REPORTING

ENTER THE MATRIX

To ensure completion of the required activities, it is helpful to have a delivery matrix such as the one that follows. This matrix details the activity, frequency, and time required to perform each task and ensures your endpoint management toolset remains as robust as it can be.

PROCESS NAME	M	T	W	TH	F
Backup: Disaster Recovery	0.2	0.2	0.2	0.2	0.2
Documentation: IP Address(es)	0.1	0.1	0.1	0.1	0.1
Documentation: Service Account(s)	0.1	0.1	0.1	0.1	0.1
Healthcheck: Application/System Event Logs	0.25	0.25	0.25	0.25	0.25
Healthcheck: Disk Space	0.2	0.2	0.2	0.2	0.2
Healthcheck: Alert History	0.1	0.1	0.1	0.1	0.1
Healthcheck: Com + Applications	0.1	0.1	0.1	0.1	0.1
Healthcheck: Services	0.2	0.2	0.2	0.2	0.2
Healthcheck: Trusted Inventory	0.25	0.25	0.25	0.25	0.25
Healthcheck: Vulnerability Logs	0.1	0.1	0.1	0.1	0.1
Healthcheck: Server Performance	0.25	0.25	0.25	0.25	0.25
Healthcheck: Software/Datastore Sync	0.5	0.5	0.5	0.5	0.5
Reporting: Automated Reports					0.25
Reporting: Customer Reports					0.25
Reporting: Monthly Reports					0.25
TOTAL	2.35 HOURS	2.35 HOURS	2.35 HOURS	2.35 HOURS	3.1 HOURS

Syxsense takes a completely different approach. It is a cloud-based solution and does not require any infrastructure to be commissioned within your on-premises environment.

Our technical teams monitor, manage, and maintain the supporting infrastructure in our data center, ensuring your endpoint management capabilities remain healthy even after years of use.

2. ENDPOINT COVERAGE

The majority of toolsets require agents to be deployed on endpoints before management functionality is available. Budgeting time for these tasks is essential to keeping your system operational, as well as managing new endpoints that are added to your environment.

The following delivery matrix summarizes many of the activities needed to maintain endpoints in your environment. The darker section indicates additional activity for performing unmanaged device scans, deployment, and broken endpoint remediation.

PROCESS NAME	M	T	W	TH	F
Backup: Disaster Recovery	0.2	0.2	0.2	0.2	0.2
Documentation: IP Address(es)	0.1	0.1	0.1	0.1	0.1
Documentation: Service Account(s)	0.1	0.1	0.1	0.1	0.1
Healthcheck: Application/System Event Logs	0.25	0.25	0.25	0.25	0.25
Healthcheck: Disk Space	0.2	0.2	0.2	0.2	0.2
Healthcheck: Alert History	0.1	0.1	0.1	0.1	0.1
Healthcheck: Com + Applications	0.1	0.1	0.1	0.1	0.1
Healthcheck: Services	0.2	0.2	0.2	0.2	0.2
Healthcheck: Trusted Inventory	0.25	0.25	0.25	0.25	0.25
Healthcheck: Vulnerability Logs	0.1	0.1	0.1	0.1	0.1
Healthcheck: Server Performance	0.25	0.25	0.25	0.25	0.25
Healthcheck: Software/Datastore Sync	0.5	0.5	0.5	0.5	0.5
MGMT: Unmanaged Endpoint Network Scanning	1		1		1
MGMT: Unmanaged Endpoint Deployment		1		1	
MGMT: Broken Endpoint Remediation	0.5	0.5	0.5	0.5	0.5
Reporting: Automated Reports					0.25
Reporting: Customer Reports					0.25
Reporting: Monthly Reports					0.25
TOTAL	3.85 HOURS	3.85 HOURS	3.85 HOURS	3.85 HOURS	4.6 HOURS

3. SOFTWARE UPDATES

Most toolsets require two different types of updates; an update to the server and an update to every endpoint. Both require planning, testing, and change management. The delivery matrix for software updates is shown on the following page. The darker section indicates additional activity for performing the core and endpoint updates.

Syxsense takes a new approach. Self-updating and self-healing, Syxsense reduces any requirement for manual updates to server or client software.

PROCESS NAME	M	T	W	TH	F
Backup: Disaster Recovery	0.2	0.2	0.2	0.2	0.2
Documentation: IP Address(es)	0.1	0.1	0.1	0.1	0.1
Documentation: Service Account(s)	0.1	0.1	0.1	0.1	0.1
Healthcheck: Application/System Event Logs	0.25	0.25	0.25	0.25	0.25
Healthcheck: Disk Space	0.2	0.2	0.2	0.2	0.2
Healthcheck: Alert History	0.1	0.1	0.1	0.1	0.1
Healthcheck: Com + Applications	0.1	0.1	0.1	0.1	0.1
Healthcheck: Services	0.2	0.2	0.2	0.2	0.2
Healthcheck: Trusted Inventory	0.25	0.25	0.25	0.25	0.25
Healthcheck: Vulnerability Logs	0.1	0.1	0.1	0.1	0.1
Healthcheck: Server Performance	0.25	0.25	0.25	0.25	0.25
Healthcheck: Software/Datastore Sync	0.5	0.5	0.5	0.5	0.5
MGMT: Unmanaged Endpoint Network Scanning	1		1		1
MGMT: Unmanaged Endpoint Deployment		1		1	
MGMT: Broken Endpoint Remediation	0.5	0.5	0.5	0.5	0.5
Upgrades: Core Product Updates	0.25	0.25	0.25	0.25	0.25
Upgrades: Client Product Updates	0.25	0.25	0.25	0.25	0.25
Reporting: Automated Reports					0.25
Reporting: Customer Reports					0.25
Reporting: Monthly Reports					0.25
TOTAL	3.85 HOURS	3.85 HOURS	3.85 HOURS	3.85 HOURS	4.6 HOURS

4. SUPPORTING REMOTE USERS

Although remote user functionality cannot be achieved by routine maintenance, it directly relates to the success of your endpoint management tool. If your current toolset cannot support remote users, you will need to purchase an additional product.

This product will also require infrastructure maintenance, endpoint maintenance and software updates, setting up a separate cycle of tool replacements.

If you choose to add a separate remote support tool, make sure it can handle users regardless of their location, both inside and outside your corporate network.

When using Syxsense, and assuming that you and your users have Internet access, remote systems can be accessed from any device. This includes mobile devices or tablets.

5. ASSET RETIREMENT

When Windows is reinstalled, rebuilt, or replaced, the majority of endpoint management solutions create duplicate devices that are accumulated in its database.

Unless your toolset has the ability to archive the duplicates, all reports for software inventory, patching, and security risk assessments will be inaccurate. As inaccurate data is accumulated, endpoint troubleshooting is delayed and trust in your management solution erodes.

Syxsense has an archiving system that automatically performs the maintenance required to keep your database accurate. It also enables access to historical in case any related reports are needed.

WHY SYXSENSE?

1. Syxsense is a cloud-based solution and does not require any infrastructure to be commissioned within your environment. Our technical teams monitor your systems in our data center, ensuring your system is stable.

2. Syxsense is self-updating and self-healing, eliminating any requirement for manual updates to server or client software.

3. Syxsense enables systems to be accessed from any device, including mobile devices and tablets, as long as you and your users have Internet access.

4. Syxsense has an archiving system that automatically performs the maintenance required to keep its database accurate. It also provides access to historical data should you need to create any related reports.

5. Syxsense is subscription-based. Our solution is available when you need it with powerful functionality at your fingertips.

START YOUR FREE TRIAL

ABOUT SYXSENSE

Syxsense is the world's first IT and security-solution provider to offer patch management, vulnerability scans, and Endpoint Detection and Response (EDR) capabilities in a single console.

Syxsense has created innovative and intuitive technology that sees—and knows—everything, making it able to secure every endpoint, in every location, everywhere inside and outside the network, as well as in the cloud. Artificial intelligence (AI) helps security teams predict and root out threats before they happen—and to swiftly make them disappear when they do.

For more information about Syxsense, visit **syxsense.com**.

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