

# Case Study

## Accelerated Productivity and Improved Security



Shoppers Drug Mart needed a more comprehensive way to manage the installation of security patches across its environment. By standardizing on state-of-the-art system console tools, the power to streamline and fast-track their Security Update Process is well under control.

### About Shoppers Drug Mart

Shoppers Drug Mart Corporation (Shoppers) is one of the most recognized and trusted names in Canadian retailing. The Toronto-based company is the licensor of over 900 full-service retail drug stores operating under the name Shoppers Drug Mart, or Pharmaprix in Quebec. Shoppers also owns and operates 49 Shoppers Home Health Care stores, making it the largest Canadian retailer of home health care products and services.

### Shoppers Drug Mart's Challenges

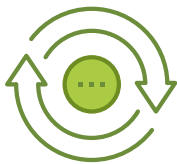
Shoppers needed a more comprehensive way to manage the installation of security patches across its Microsoft® Windows® environment, especially to the 350 laptops used by its mobile workers. The company was using Active Directory to push applications and security updates out to its 1,400 desktops and laptops, a process that was highly manual and labour intensive.

## The Solution

The Shoppers IT team installed a System Manager console to help streamline software update deployment. With SMS, the Shoppers IT team can deploy crucial updates immediately and consistently across its 1,400 desktops and laptops. By automating this process, Shoppers is now able to pilot and deploy updates in two or three days, whereas before, it took over a week.

## The Rewards

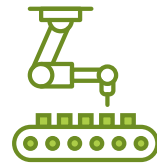
Microsoft® Systems Management Server is helping Shoppers reduce the time its IT team spends repackaging and testing software updates before deployment, allowing them to focus on other needs of the business and spend time on more strategic projects.



Streamlined updates  
across company



IT can spend more time  
on strategic projects



Automated  
process



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The whole idea was to migrate from using the distributed file system in Active Directory to publish applications, to using SMS to set up a distributed repository for those applications.

**Manager**, Office Network Services,  
Shoppers Drug Mart