

# Success Story:

## Progressive Insurance

### Achieves a Lean and Highly Repeatable Packaging Process

**Customer Profile:** The Progressive Group of Insurance Companies has always lived up to its name by being one step ahead of the insurance industry, and finding new and affordable insurance solutions. Progressive Insurance approaches insurance in an innovative way and makes it easy to understand, buy and use auto insurance. Progressive offers choices so consumers can reach it whenever, wherever and however it's most convenient.

**Business Challenges:** With over 25,000 desktops and an additional 2,800 virtual desktops, and Macs, packaging and deploying applications to employees is a critical responsibility. Maintaining **Application Readiness** in an increasingly complex environment, with a combination of five home grown and commercial systems, was proving to be more and more challenging.

**Solution:** A highly repeatable process using Flexera Software AdminStudio, InstallShield, and Workflow Manager to:

- Prepare applications for predictable delivery to end users
- Identify and fix application compatibility issues
- Virtualize applications for Microsoft App-V

**Benefits:** The End User Computing Team at Progressive Insurance was able to increase operational efficiency and reduce the cost of deploying applications. The team saved 30% of their time by automating previously disjointed and manual processes, leveraging Flexera Software solutions. Delivering packaged applications to the business 40% faster than before, the team now responds more quickly to changing priorities and has improved the quality of service they deliver to the business.

## **PROGRESSIVE**

Progressive Insurance has always lived up to its name by being one step ahead of the insurance industry, and finding new and affordable insurance solutions. Known for their excellent service and operational innovation, Progressive has grown to be a leading auto insurer in the United States, serving over 10 million customers. In order for Progressive to stay ahead of their competition, they offer customers the products and services they want, when they want them.

Progressive understands the competitive value of technology to remain agile and

move forward, and considers new software often to advance their business. Any employee can make a request for a new application to do their jobs or improve productivity. Each request is routed to a portfolio subject matter expert for evaluation and approval, and then through a security review to ensure it has no vulnerabilities that could introduce unnecessary risks. After approval, the request moves to purchasing and contract negotiations, and once procured, is delivered to the asset management team (SAM) to catalog, and record the SKU, contract and maintenance data. The SAM team then completes a



*"Yes, I would recommend Flexera Software.*

*Flexera Software has consistently stayed in step with technologies facing Application Readiness. From the introduction of virtualization to mobile devices, Flexera Software has a solution for most enterprise needs."*

**Steve Costell**  
- System Engineering Lead  
Progressive Insurance



Flexera Software Workflow Manager request that contains the source media, license keys, documentation, and everything the End User Computing team needs to successfully prepare the applications for deployment.

Steve Costell is a lead Systems Engineer in the End User Computing group, and he and his team handle **application packaging** requests for both desktop and server software. "Workflow Manager has been used by Progressive for years to track and report on our application packaging, testing, and deployment. Workflow Manager is a key piece of our packaging process that

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provides our managers information about the throughput of their resources and the time it takes to complete work." Prior to implementing Workflow Manager, they used five different systems to track the progress of packaging and that meant that data was often suspect because not everything was documented in the same way or even in the same system.

The team also uses AdminStudio to capture package installs, create transforms, edit MSIs, and remediate compatibility issues. "AdminStudio provides our application packagers everything they need to deliver quality applications, AdminStudio is more than just a "packaging tool", it's a complete solution capable of handling the challenges of managing our 1,700 packaged software titles."

"Additionally, we leverage the virtualization readiness tests in AdminStudio to help identify the best candidates for application virtualization. Upon completion of our Configuration Manager 2012 migration we expect to deploy more App-V packages with more frequency" reports Steve.

Progressive is now more flexible with their resources, can measure each request and track the status of each packaging job. They also store all documentation and team knowledge around the packaging process in a single place that enables Progressive to balance workloads between team members, and allows new resources to pick up the job and know exactly where the packaging job is in the process and what needs to happen next.

Once the software package is completed, tested, and approved, the final step in the process is to launch the workflow that notifies the System Administrator that the package is ready for deployment to Microsoft System Center Configuration Manager.

Visibility into the major steps in the packaging processes is now enabling Progressive to continually improve their processes. Richard Santilli, a System Architect is responsible for planning for new technologies that drive increased productivity and customer satisfaction. He works closely with other planners for Mobile, VDI, and Hardware. Progressive is researching new solutions to automate more of the asset management process and are evaluating solutions, including FlexNet Manager and App Portal. "Flexera Software has the relationships with our major vendors such as BMC Remedy, Microsoft System Center, JAMF Casper Suite and VMware AirWatch, that is hard for us to replicate with home grown tools."

#### **Business Outcomes:**

Greater visibility into the process with a single system of record, to document the progress of application packaging from request to deployment, has enabled Progressive to better manage resources and streamline the hand off of packages to the Microsoft Configuration Manager team for deployment. In addition, they document how packages were created and any special considerations that can be easily reviewed when packaging an update to the initial software. With an estimated 30% reduction in time to package applications,

AdminStudio has increased operational efficiency, reduced the cost of deploying applications, and enabled the End User Computing Group to respond quickly to changing business priorities and improve the quality of service they deliver to the business.

#### **About Flexera Software**

Flexera Software helps application producers and enterprises manage application usage and increase the value they derive from their software. Our next-generation software licensing, compliance, security and installation solutions are essential to ensure continuous licensing compliance, optimize software investments and future-proof businesses against the risks and costs of constantly changing technology. Over 80,000 customers turn to Flexera Software as a trusted and neutral source for the knowledge and expertise we have gained as the marketplace leader for over 25 years and for the automation and intelligence designed into our products. For more information, please go to:

[www.flexerasoftware.com](http://www.flexerasoftware.com)



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