



Runecast Case Study

**Company**

Innovative Public  
Transportation  
Solution Provider

**Industry**

Transportation

**Location**

USA

**Employees**

700+ worldwide

**Customers**

600+ worldwide

**Revenue**

100M+ EUR

## How Service Providers Use Runecast Analyzer

### Summary

Our newest customer is a leading provider of integrated ITS and fare collection solution for public transportation across North America. Worldwide, their parent company has over 600 customers and more than 700 employees working in projects in 20 countries making it one of the most recognized companies in the public transportation technology sector. Innovative IT projects play a key role for expansion and their IT team deploys new or expands existing infrastructure environments to host their software for remote clients.

### Challenge

The IT team typically deploys within existing customer-owned virtualized environments or provides new infrastructure sized to the specific customer's capacity, availability, and growth needs. As the number of customers grew and the requirements varied, it became a challenge for the IT team to create a support environment capable of managing, updating and securing each customer in a timely fashion. Their Director of IT, David, searched for a solution that would decrease the amount of time to evaluate each environment, eliminate unknown risks, and decrease research effort required for each customer and project without requiring significant additional hypervisor licensing costs or skills.

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*"Ultimately, it's the reduction in re-work across all of our environments that will likely be the largest return on investment."*

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### HIGHLIGHTS

- 80% savings in configuration and manual security manhours/effort
- .25 FTE savings in overall VMware maintenance efforts
- 1 hour to deploy Runecast Analyzer to the production server
- 43 important issues detected, including 2 PSOD, during initial deployment.

## Solution

Ultimately, the IT team decided to try the free trial of Runecast Analyzer and, within one hour, successfully scanned and generated a list of configuration issues and security hardening problems for one of their newest projects. As such, Runecast was tested on a brand new deployment with the most recent OEM provided hypervisor image, and with all critical and important security updates already deployed through the hypervisor's update utility. The initial list of problems detected by Runecast resulted in identifying 23 Critical and Major issues, and 18 Medium and Low ranked issues. Among the most critical issues, were unidentified PSOD scenarios, Spectre/Meltdown findings, and security hardening misconfigurations.

With a successful free trial highlighting so many issues, they decided to invest in Runecast Analyzer, deploy it into their most recent project, and recommend it as a standard inclusion in future projects.