

## Helped a data analytics company in securing their end points and complying to the Global norms

Our customer is an international data analytics company with an offshore center in India. The firm provides services in the areas of Predictive analytics, CRM analytics, Market Research, Marketing Mix, Artificial Intelligence etc. Customer wanted to automate patch management for windows and non-windows environments. Other than this the customer also had third party applications for which he wanted to have the facility to roll-out patches.

Since our customer is a renowned name in Analytics sector, they deal with the critical customer data on day to day basis. It's a mandate for our customer to ensure stringent compliance in their practice of storing and sharing the client data.

### Company Overview

**11+** Fortune 100 Clients  
and **20+** Global 500  
Clients

**16+** Years serving the  
world's top companies.

Our Customer is a  
consulting-oriented  
Analytics & Research firm  
based out of San  
Francisco. California.

### IT Environment

Use of freeware  
Analytics



### CHALLENGES



Frequent release of patches from Microsoft, was a huge challenge



Incumbent tool choked the network as it consumed lot of bandwidth



Budget constraints on the amount they could spend on a new tool.

### SOLUTIONS



Proposed HCL Bigfix according to customer IT challenge.



Multiple patches rolled out onto the production environment



With multi-layered solution, created automated group creation based on IT sub-nets for better visibility on distribution of endpoints.

### IMPACT



Patch deployments with more than 95% first time pass through rates within 72 hours



Due to the layered design, the load on the network has reduced dramatically.



Patch Management Solution improved the productivity and compliance.

## Case Study | Bigfix Implementation Services

### SECURED ENDPOINTS AND COMPLYING GLOBAL NORMS

Assessing the client requirements IBM BigFix fit the bill perfectly for these requirements.

Using the BigFix patching and inventory modules we were able to identify the hardware, software version etc. IBM BigFix allows the concept of relay servers where even a PC at a given location can be made a relay server. Using this, patches were rolled onto just the relay servers on the WAN while the distribution took place from the relay server to the individual machines via the LAN. This way we were able to take care of the network choke issues for the third party applications we build fixlets using Rest APIs.

Patches can play havoc in a customer environment if not deployed properly. As a best practice, we created a test bed with a sample of the most popular systems being used. Patches are first deployed on these systems in the test bed and tested. Only when patching is successful on the systems in the test bed, the patches rolled out onto the production environment.

#### CHOOSING THE RIGHT SOLUTION

DCM proposed IBM BigFix tool as the most suitable option for customer IT environment. Implementation of IBM BigFix tool by our technical staff automated and simplified the whole patching process. Given our experience with IBM BigFix, we were confident that we would meet or exceed the customer expectations for patching.

The IBM BigFix platform has a functionality of identifying software and hardware inventory, License management etc. But the customer felt that it would be an overkill for their requirement. So we had to technically prove to them the complexities patching of third party software applications. Once they realized the complexities, they became more open to our solution design. So we did the pilot testing on few of their applications to roll out the patching process, once they were satisfied with the given results, customer bought the IBM BigFix license to implement the tool at their facility.



#### THE BENEFITS

- Today the customer has faster patch deployments with more than 95% first time pass through rates within 72 hours of release of a patch by the OEM. For the customer this meant more confidence in their ability to thwart attacks.
- Due to the layered design, the load on the network has reduced dramatically. Also since the BigFix client reports by exception it does not need to send continuous packets thereby eliminating further network load. This has eliminated one of their biggest challenges with the incumbent freeware tool.
- A unified tool for patch management solution both for Windows and non-windows OS improved the productivity and compliance.
- With our remote services, the overall costs of the project were 60% lowered and the project was executed faster.