



## CUSTOMER SUCCESS STORY

### GOVERNMENTAL SERVICES COMPANY AUTOMATES PATCH MANAGEMENT



70% REDUCTION IN  
PATCHING CYCLES MANUAL  
EFFORTS



70% REDUCTION IN SYSTEMS  
DOWNTIME DURING  
PATCHING CYCLE



75 REDUCTION IN 'TIME TO  
REMEDATION' FROM 121  
TO 30 DAYS

This IT service provider delivers Information Technology (IT), Information System (IS), and business solution services to clients within North America on an exclusive cost-recovery basis.

### THE CHALLENGE

Customer It needed each infrastructure layer to operate with the utmost agility. However, the traditional processes for patching and managing IT tools were very cumbersome: 3 different processes and tools for managing Windows, Linux and Solaris. IT patching tools were complex and inefficient and compliance reporting was lengthy and incomplete.

The company attempted to automate using configuration management and orchestration solutions to address these problems, but they weren't adequate. They didn't empower the key stakeholders, including line of business owners, DevOps, the security team, and audit/compliance teams, to work with the agility needed for success.

### THE SOLUTION

Using JetPatch, the company used automation workflow templates to standardize, streamline, and optimize its overall patching process, as well as implement a governed best-practice process. Thanks to JetPatch's automation addressing all actions needed before and after the patching, process efficiency increased and generated endpoint continuous compliance that reduced the risk of security exposure. As a result, the company managed to free-up IT Ops resources to handle other tasks following the implementation.

Via its agent management functionality, JetPatch helped optimize tool management (deploy, upgrade, reconfigure, throttle, restart, remove, and reinstall) tool agents, such as data analysis, anti-virus, backup, and configuration, as well as monitor the status of tools and servers residing on hybrid environments.

### CUSTOMER PROFILE

Governmental IT shared services provider that delivers cutting-edge IT development and management services to support one of the most extensive SAP footprints in North America and Canada's busiest e-commerce websites.

### IT ENVIRONMENT

4,000+ Endpoints  
2 Data Centers

### JETPATCH SOLUTION BENEFITS

- Fast Time to Remediation
- Cost Savings and Resource Optimization
- Elimination of Manual Tasks-
- End-to-End Workflow Automation
- Patch Process Governance
- Continuous Compliance Across Environments
- Minimized Downtime
- Optimized Tools Management
- Tools and Servers Status Monitoring

*"JetPatch provided a real wow factor as it automated our entire vulnerability and patch remediation process. It's the solution that provides the automation, speed, agility and reliability that our fast-paced and quickly-growing operation requires."*

*- IT Ops Executive*