

# PATCH MANAGEMENT

Support Automation service

Maximize Security through Patch Visibility and Control



DATASHEET

Gartner estimates that over 90% of attacks exploit vulnerabilities that already have a patch available. Patch management is critical to keeping corporate and remote computing infrastructures safe from viruses and hackers. IT organizations must continuously monitor and assess security vulnerabilities—or suffer the consequences of downtime, reduced employee productivity, and lost revenue.

The HandsFree Networks automated patch management service is part of the support automation solution designed to work together to keep your desktop and laptop up and running, providing automatic protection against security breaches, hackers, and data loss.

## Protect Desktops and Laptops from Security Threats

HandsFree Networks end-to-end software update automation service enables the distribution of not only popular Microsoft application updates but also other common application updates, including adobe flash and adobe acrobat patches. HandsFree Networks robust software distribution has both concepts of push-based software distribution and pull-based software patching mechanism with fine-grained endpoint targeting control gives IT organizations greater control and visibility into the patching process ideally suited to for both corporate and remote systems.

### Advantages

- Automated software update download and transparent propagation control
- Flexible patching options (e.g. automated, targeted, multi-patch)
- Automated software update testing and scheduled deployment
- Centralized browser based, wizard driven management interface and control
- On-demand or scheduled removal of multiple updates with user notification

### AUTOMATE END-TO-END PATCH MANAGEMENT

HandsFree Networks software update automation service centralizes the process of management and control of new patches to both corporate and remote users in a uniform, simple, and standard approach over the network. This saves time and money, and improves update reliability conserving critical IT resources.

### Advantages

- Requires no infrastructure investment as patches gets updated silently by selected system(s) either from SUS servers or Microsoft servers, these always-available servers are directly accessed by the HandsFree Networks client software over the Internet.
- Updates are automatically propagated from system(s) where updates are downloaded to all other systems.

HandsFree Networks patch management delivers greater visibility and control into the patch process and offers more efficient and controlled removal process.

customer	clienttime	servertime	machine	description	executable	text
Central Catholic High School	2008-09-22 12:06:03	2008-09-22 12:11:03	206_19	Software Patch Application		Type of run: Scheduled Executing: http://handsfreenetworks.com/download/WindowsXP-KI v2-x86-ENU.exe File download complete, time: 58 Seconds Starting "C:\WINDOWS\TEMP\WindowsXP-KB927891-v2-x86-ENU.exe /quiet /norestart" on Monday, September 22, 2008 12:07:02 Finished executing "C:\WINDOWS\TEMP\WindowsXP-KB927891-v2-x86-ENU.exe /quiet /norestart" on Monday, September 22, 2008 12:07:57 Executing: http://handsfreenetworks.com/download/WindowsUpdateAgent30-x86.exe File download complete, time: 2 Minutes, 41 Seconds Starting "C:\WINDOWS\TEMP\WindowsUpdateAgent30-x86.exe /wuforce /quiet /norestart" on Monday, September 22, 2008 12:10:48 Finished executing "C:\WINDOWS\TEMP\WindowsUpdateAgent30-x86.exe /wuforce /quiet /norestart" on Monday, September 22, 2008 12:11:13
Central Catholic High School	2008-09-20 12:12:54	2008-09-20 12:14:34	206_29	Software Patch Application		Type of run: Scheduled Executing: http://handsfreenetworks.com/download/WindowsXP-KI v2-x86-ENU.exe File download complete, time: 8 Seconds Starting "C:\WINDOWS\TEMP\WindowsXP-KB927891-v2-x86-ENU.exe /quiet /norestart" on Saturday, September 20, 2008 12:13:55 Executing: http://handsfreenetworks.com/download/WindowsUpdateAgent30-x86.exe File download complete, time: 45 Seconds Starting "C:\WINDOWS\TEMP\WindowsUpdateAgent30-x86.exe /wuforce /quiet /norestart" on Saturday, September 20, 2008 12:14:42 Finished executing "C:\WINDOWS\TEMP\WindowsUpdateAgent30-x86.exe /wuforce /quiet /norestart" on Saturday, September 20, 2008 12:15:02

- Provides centralized configuration, management and reporting of patches for all systems via a single, web-based management console.

### FLEXIBLE CENTRALIZED MANAGEMENT & CONTROL

With HandsFree Networks automated patch management services IT personnel gain granular control over every phase of software updates process, letting IT automatically protect a majority of systems from the latest security vulnerabilities while identifying those systems that failed to update to apply standard targeted updates.

#### Advantages

- Enables IT to tailor the patch process for their unique business needs via targeted deployment of patches to specific systems or groups of systems.
- Group systems within and across sites to prioritization group updates, complex grouping structure like system(s) belonging to multiple groups provides flexibility and control over IT.
- Perform all tasks remotely, regardless of physical location and organizational boundaries.

### ACHIEVE SUPERIOR MULTI-PATCH MANAGEMENT

HandsFree Networks patch management enables update of multiple patches at one time and permits the delivery of incremental changes for new patches to minimize network bandwidth requirements and peer to peer propagation reduces time required to update security patches, spread load across the network and prevent point failure.

#### Advantages

- Concept of tiered scheduling, where unique deployment cycles can be created for different categories of patches.
- Provide the capability to install a patch, while deferring the reboot until a later time or during shut down.
- Ensures that only unique, needed files are downloaded with each update via binary delta compression on patch packages.
- Configurable display with real-time status reporting and multi-criteria search function integrated with

### STAY AHEAD OF THE VULNERABILITIES

Unique to HandsFree Network automated patch management is the capability to be patched across various types and qualities of network connectivity including LAN, VPN, or simply an Internet connection. This saves valuable time for IT administrators as mobile devices such as laptops are often off-network and need to be functional to their end users even while disconnected.

#### Advantages

- Delivers criticality assessments on new potential threats as a result of HandsFree Network monitoring leading sources of vulnerability information.
- All actions performed on-demand or on a fully configurable schedule with events detected and reported in real-time.
- Keeps IT administrators up-to-date through real-time software update task completion status using HandsFree Networks configurable notification and alerts for tracking.
- Integrated with Microsoft AU client to manage and controls Microsoft AU client.

### IMPROVE USER PRODUCTIVITY

HandsFree Network Patch Management utilizes the latest techniques to ensure systems can update patches automatically to protect their systems without disruptions and improves networks productivity with automatic propagation of updates from systems where updates are downloaded to other systems.

#### Advantages

- Configurable centralized and end-user testing, pilot deployments, and validation of results before global production deployment.
- Browser based point-and-click user interface with direct access to underlying mechanisms to update, reverse, and undo update actions.
- Automated phase restart so partially completed downloads can be automatically resumed on intermittent or broken connections.
- Throttles download rates to minimize bandwidth usage.

#### Technical Requirements

- No server infrastructure, LAN or VPN connections required
- Internet connection (56K or faster)
- Any version of Microsoft or non-Microsoft browsers
- Supported operating systems: Windows 98, ME, NT, 2000, XP, and Vista

### Powered by HandsFree Networks Unique Framework

HandsFree Network Software Update Management service is just one of HandsFree Networks support automation services which are powered by unique Next Generation Device Healthcare framework and its client-based engine architecture. Data communication between client and server happens in real-time via secure SSL transactions. There is no need for dedicated lines, or special infrastructure, any exchange between the ReSOFT server and ReSOFT client occurs only as a consequence of a ReSOFT client request.

For more information on the HandsFree Network Automated Patch Management, visit us at [www.handsfreenetworks.com](http://www.handsfreenetworks.com)



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