

## Implementation of Patch management Solution for an International Bank

A Large multinational consulting company with deep skills in building applications for the BFSI industry got an order from a renowned bank in Mauritius. The bank was looking or overhauling their banking applications. Our partner, who picked up the order, understood the full domain of banking including the security protocols that needed to be followed.

While they designed the application infrastructure, for the security architecture of the servers on which the applications would reside they were looking for both a Security tool and an implementation partner to execute the project.

### Company Overview

The government of Mauritius established this bank in 1973 under the name State Commercial Bank.

It has some **Rs 212** billion in terms of assets with **537,228** customers in Mauritius.

### IT Environment

Legacy systems - mainframe & AS/400

More than 3000 desktops & laptops - with different versions of Windows

More than 200 branches where the IT systems are distributed



### CHALLENGES



Implementing IT infrastructure was expensive



Lack of expertise in deploying and administering security tool.



The implementation needs to be done without disrupting the operations of the bank.



Proposed HCL Bigfix tool



Deployment of patches in less span of time



Automatic groups for devices were created for the respective OS variants.

### SOLUTIONS



### IMPACT

Successful patch management of all the production servers



Customer now manages and monitors patch management remotely.



Custom reports for the progress and analysis of the patch management are available with the customer anytime required.

## Case Study | Patch Management Services

### IMPLEMENTATION OF PATCH MANAGEMENT SOLUTION FOR AN INTERNATIONAL BANK

#### CHALLENGES

- The bank is in Mauritius, and implementing onsite was expensive for the customer. So they had outsourced.
- SI dint had expertise in deploying and administering security tool hence it was a major concern.
- The tool had to integrate with the application architecture so there was need for BigFix architects who could design the solution in conjunction with the application.
- The implementation needs to be done without disrupting the operations of the bank.
- Bandwidth issues - to deploy software and create a server remotely from India in Mauritius and then deploy the clients.
- Testing issues - other than the bandwidth availability because the application testing had to be done in parallel, it was a logistical challenge to do this testing.



#### CHOOSING THE RIGHT SOLUTION AND MEETING THE DEADLINES

HCL BigFix tool was proposed to the customer as tool. Since it was a multi-OS environment, we as security partner advised them BigFix tool for the hybrid environment. Our SMEs designed and implemented the solution as required by the customer. BigFix server was implemented on the Windows based server. Patch Management solution for Windows and RHEL were implemented and demonstrated successfully. Automatic groups for devices were created for the respective OS variants.

Once we had architected the solution and the partner had done the stress testing of the solution we had people who worked during the night India time so that the operations in Mauritius did not suffer. Since after deploying the patches, systems have to be restarted; this methodology solved the logistic problem.

To ensure that the bandwidth issues did not create a choke when deployed in production, the architecture was done such that there was minimum data transfer taking place on the network, while still ensuring that all patches were deployed within the cycle that was defined. Change management processes to BigFix were defined so that after handover, the customer can handle the deployment of patches.

#### THE BENEFITS

- Successful patch management of all the production servers.
- Customer now manages and monitors patch management remotely.
- Custom reports for the progress and analysis of the patch management are available with the customer anytime required.
- For the partner - ensuring that the project is executed successfully and on time were critical, with our expertise on the tool and past experience on security domain we ensured successful and timely completion of the project.