



Case Study

National Grocery Retailer in Need of Proper Security Patch Management

Client

A national grocery retailer

As a national grocery retailer, our client serves all 10 of the Canadian provinces' food shopping needs, and has a presence in more than 900 communities. In total, the client's 1,500 corporate and franchise stores employ more than 125,000 people.

Challenge	CBTS solution	Results
<ul style="list-style-type: none"> • Known vulnerabilities, and lack of proper security patch management. • Made significant investments in technology but lacked the skills or experience to ensure the program was successful. 	<ul style="list-style-type: none"> • IBM BigFix Patch used for the underlying platform. • Defined process for automated, simplified patching administered from a single console. • Real-time visibility, and enforcement to deploy and manage patches to endpoints—on, and off the corporate network. 	<ul style="list-style-type: none"> • 98 percent first-pass patch success rate. • Operational cost reduction. • Reduced patch cycle times to keep endpoints secure. • Improved security posture, and reduced risk to the organization as a whole.

Challenge

As a major player in the industry, the grocery retailer absorbed a very large acquisition a few years earlier and subsequently went through a period of realignment amid intense competition.

The sheer volume of corporations being affected by malicious attacks as a result of known vulnerabilities and lack of proper security patch management added an additional layer of complexity in addressing the growing retailer's IT needs.

The client issued an RFP and strategically searched for a partner to help protect both their data, and their business. It required a team that could provide guidance and assurance in provisioning prompt, and accurate patch management for their critical infrastructure and applications.

CBTS solution

CBTS was very diligent in taking the time to understand the market landscape. The proposed solution was to provide a fully managed remote patch management service:

- Provision IBM BigFix Patch as the underlying platform.
- Deliver a defined process for automated, simplified patching that is administered from a single console.
- Provide real-time visibility and enforcement to deploy, and manage patches to endpoints—on, and off the corporate network.

Results

The national grocery retailer reported significant improvements; the solution provided by CBTS resulted in more than a 98 percent first-pass patch success rate.

The solution not only increased the effectiveness of the patch process, but also cut operational costs, and reduced patch cycle times to keep endpoints secure.

Ultimately this national retailer can focus on their core business, and rest assured that they have taken the steps to properly protect their business from becoming another headline.